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Cletus Marie Cibrone Abate,  
v.  
Duquesne Light Company  
  
Further Call-In  
Telephonic Hearing  
-----

Docket No.:  
F-2022-3035653

Pages 65 - 167

Judge's Chambers  
Piatt Place  
301 5th Avenue  
Pittsburgh, PA 15219

March 20, 2023  
Commencing at 10:02 a.m.

INDEX TO EXHIBITS

Docket No. F-2022-3035653

Hearing Date: March 20, 2023

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21 Termination Call and

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Newsletter

130

151

**No Solicitors**





Exhibit

C2



Exhibit  
C3

**No Solicitors**





Weekly electricity  
update Feb 20-26: You  
used 3% less electricity.



Spam

Exhibit

C5



Duquesne Light Mar 1



to me ^

From

Duquesne Light  
duq@email.opower.com

Reply To

no-reply@duqlight.com

To

cletuscibrone7@gmail.com

Date

Mar 1, 2023 at  
5:12 PM



Standard encryption (TLS)

[Learn more](#)

Why is this message in spam?



Weekly electricity  
update Feb 6-12: You  
used 8% more  
electricity.

Spam

Exhibit  
C6



Duquesne Li... Feb 16




to me ^

From Duquesne Light  
duq@email.opower.com

Reply To no-reply@duqlight.com

To cletuscibrone7@gmail.com

Date Feb 16, 2023  
at 6:20 PM

 Standard encryption (TLS)  
[Learn more](#)

Why is this message in spam?



Weekly electricity  
update Jan 30 - Feb 5:  
You used 27% less  
electricity.

Spam

Exhibit  
C7



**Duquesne Li...** Feb 9




to me ^

From Duquesne Light  
duq@email.opower.com

Reply To no-reply@duqlight.com

To cletuscibrone7@gmail.com

Date Feb 9, 2023  
at 7:22 PM

 Standard encryption (TLS)  
[Learn more](#)

Why is this message in spam?



Hi CLETUS, you spent less on electricity this bill period Jan 12, 2023-Feb 12, 2023 Spam



Exhibit  
C8



→ Duquesn... Feb 22




to me ^

From Duquesne Light  
duq@email.opower.com

Reply To no-reply@duqlight.com

To cletuscibrone7@gmail.com

Date Feb 22, 2023  
at 5:07 PM

 Standard encryption (TLS)  
[Learn more](#)

Why is this message in spam?

**CLAIM RECORDS**

**VERIZON BY AMERICAN INFOSOURCE AS AGENT**  
Trustee Claim Number: 11 INT %: 0.00%  
PO BOX 4457  
Court Claim Number: 7

CRED DESC: UNSECURED CREDITOR  
ACCOUNT NO.: 0001

HOUSTON, TX 77210-4457

CLAIM: 349.76  
COMMENT: NT/SCH\*NO PYMT/CHG OFF INFO

**PITTSBURGH WATER & SEWER AUTHORITY(\*)**  
Trustee Claim Number: 12 INT %: 10.00%  
C/O GRB LAW  
Court Claim Number: 8  
525 WILLIAM PENN PLACE STE 3110

CRED DESC: SECURED CREDITOR  
ACCOUNT NO.: N113

PITTSBURGH, PA 15219

CLAIM: 5,634.00  
COMMENT: 95-N-113;THRU 9/4/20\*CL8GOV\*NT/SCH-PL\*WNTS 10%\*W/13

**PITTSBURGH WATER & SEWER AUTHORITY(\*)**  
Trustee Claim Number: 13 INT %: 0.00%  
C/O GRB LAW  
Court Claim Number: 8  
525 WILLIAM PENN PLACE STE 3110

CRED DESC: SECURED CREDITOR  
ACCOUNT NO.: N113

PITTSBURGH, PA 15219

CLAIM: 136.10  
COMMENT: 95-N-113;THRU 9/4/20\*NON%\*CL8GOV\*NT/SCH-PL\*W/12

**DUQUESNE LIGHT COMPANY\***  
Trustee Claim Number: 14 INT %: 0.00%  
ATTN. LITIGATION COUNSEL  
Court Claim Number: 9  
411 SEVENTH AVE  
MAIL DROP 16-1  
PITTSBURGH, PA 15219

CRED DESC: UNSECURED CREDITOR  
ACCOUNT NO.: 4654

CLAIM: 3,813.93  
COMMENT: NT/SCH

**PRA/PORFOLIO RECOVERY ASSOC**  
Trustee Claim Number: 15 INT %: 0.00%  
POB 12914  
Court Claim Number: 10

CRED DESC: UNSECURED CREDITOR  
ACCOUNT NO.: 6806

NORFOLK, VA 23541

CLAIM: 842.14  
COMMENT: NT/SCH\*COMENITY\*VCTR SCRT



**Customer Name and Service Address:**  
 CLETUS CIBRONE  
 29 BRIGGS ST  
 PITTSBURGH, PA 15234-3013  
**BILL ID: 757669825051**

**Account Number: 7576-610-000**  
**Rate: RS-Residential Service**  
**Date Prepared: 10/11/20**

**Meter Reading Usage Information**  
 Next Scheduled Meter Reading Date: November 9, 2020

**Meter Read Information for Meter Number: F82084157**

Present:	Oct 10, 2020 - Actual	33617.7730
Prior:	Sep 4, 2020 - Actual	32528.0680
	<b>Difference</b>	<b>1089.7050</b>

Your Meter Multiplier  $\times$  1

**Total kWh Used 1089.7050**

**Electric Usage:**

	Comparing Your Usage	
	Oct 19	Oct 20
Avg. kWh Per Day	29	30
Avg. Temperature (F)	68	61
YTD Usage (kWh)	8011	11111

**kWh:**

**Summary**

**Prior Billing Information**

Amount of Last Bill	\$0.00
Payment(s) Received as of 09/24/20	-\$100.00
<b>Prior Account Balance</b>	<b>-\$100.00</b>

**Current Billing Information**

DLC Basic Service Charges	\$476.95
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$376.95</b>

**ACTUAL METER READING BILL**

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

Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at [www.duquesnelight.com](http://www.duquesnelight.com) or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.



**Customer Name and Service Address:**  
 CLETUS CIBRONE  
 29 BRIGGS ST  
 PITTSBURGH, PA 15234-3013  
**BILL ID: 757667565551**

**Account Number: 7576-610-000**  
**Rate: RS-Residential Service**  
**Date Prepared: 09/16/20**

**Meter Reading Usage Information**  
 Next Scheduled Meter Reading Date: October 8, 2020

**Meter Read Information for Meter Number: F82084157**

Present:	Sep 4, 2020 - Actual	32528.0680
Prior:	Aug 10, 2020 - Actual	30840.8190
	<b>Difference</b>	<b>1687.2490</b>

Your Meter Multiplier  $\times$  1

**Total kWh Used 1687.2490**

**Electric Usage:**

	Comparing Your Usage	
	Sep 19	Sep 20
Avg. kWh Per Day	34	67
Avg. Temperature (F)	70	73
YTD Usage (kWh)	7165	10022

**kWh:**

**DAYS IN BILLING PERIOD**

	O	N	D	J	F	M	A	M	J	J	A	S
Prior 12 Months	29	29	32	31	32	29	29	32	30	30	32	30
Latest 12 Months	29	31	30	33	29	29	33	29	30	33	29	25

**Summary**

**Prior Billing Information**

Amount of Last Bill	\$3,853.54
<b>Prior Account Balance</b>	<b>\$3,853.54</b>

**Current Billing Information**

DLC Basic Service Charges	-\$186.84
<b>TOTAL ACCOUNT BALANCE PAYABLE TO DLC</b>	<b>\$3,813.93</b>

**CORRECTED BILL**

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

Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at [www.duquesnelight.com](http://www.duquesnelight.com) or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.

• Average Monthly Usage for the past 13 months is 978 kWh



Exhibit  
C11


SOUTHERN  
332 5TH AVE STE 230  
WARNER CENTER  
PITTSBURGH, PA 15222-1259

Cletus M Abate  
29 Briggs St  
Pittsburgh, PA 15234-3013

Mail Date: 06/23/2022  
Record ID: 02/1461736  
MCI#: 230162145

**COMPASS:** The fast and easy way to apply for benefits  
[www.compass.state.pa.us](http://www.compass.state.pa.us)

The Department of Human Services (DHS) is writing to you about your Low-Income Home Energy Assistance Program (LIHEAP) benefits.

 **Low-Income Home Energy Assistance Program (LIHEAP)**

You **do not qualify** for a LIHEAP Cash Benefit because:

- Your household can only get one LIHEAP cash payment for each program year.

If you do not agree with this decision, fill out the enclosed Fair Hearing form and mail or give it to your caseworker be postmarked or received on or before July 23, 2022.

We determined your countable annual income, representing 12 months (06/2021 - 05/2022), to be **\$29,056.92**

The income limit to qualify is **\$46,560.00**.

This is the law we used to make this decision: 55 Pa. Code § 601.43

(continued on

Exhibit  
C12

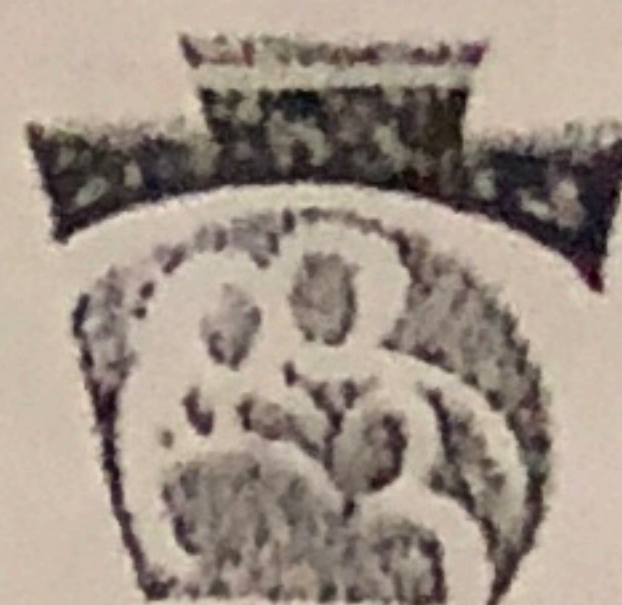
RC/O: 571/0

Record ID: 02/1461736

Mail Date: 06/23/2022

911175281530000107

# Client Document Drop-Off Receipt



pennsylvania  
DEPARTMENT OF HUMAN SERVICES

Name:

Date:

CO/ Case Number:

or SSN:

Phone number(s) where you can be reached:

Home:

Cell:

Work:

Other:

What are you dropping off today? (Please check all documents that apply)

Application

Renewal packet

Verification Documents:

Driver's License/Photo ID

Birth Certificate(s)

Social Security Card(s)

Income (paystub, UC Letter, child support receipt)

Letter from Employer

Resource verification (vehicle registration/title/insurance; bank statement)

SAR or LIN form

Other or if not sure

Rent receipt/lease/landlord statement/mortgage

Utility bills

Child care receipt or letter

Medical Assessment Form

School Attendance Form

Other Applied for crisis

**RECEIVED**

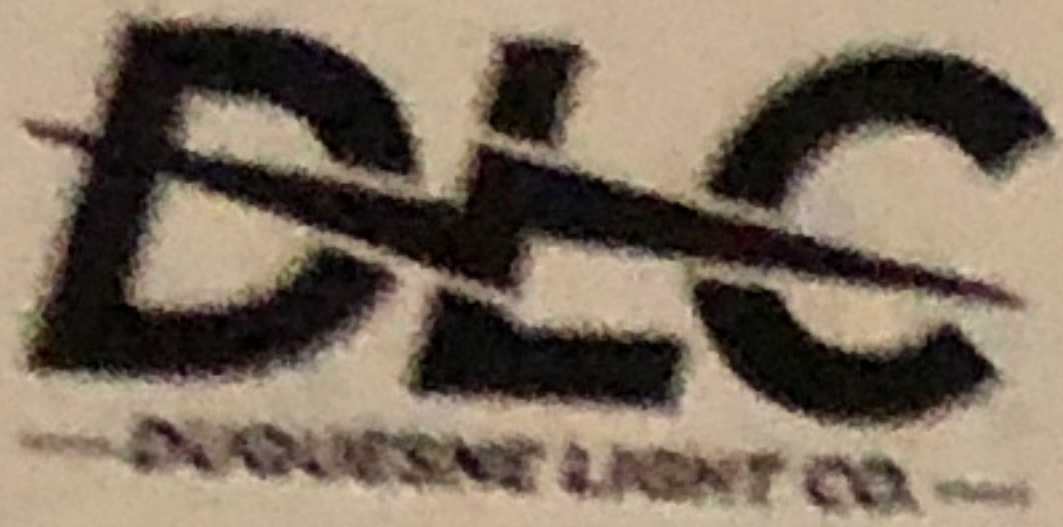
JUN 17 2022


ALLEGHENY COUNTY  
ASSISTANCE OFFICE

*Andersen*

**PLEASE TAKE YOUR  
ORIGINAL DOCUMENTS  
WITH YOU!**

# 3843758 Case#



PAYMENT OPTIONS			
<b>Contact Center:</b> Monday-Friday 8:00 a.m. - 5:00 p.m. 412-393-7200	<b>Pay Online:</b> <a href="http://DuquesneLight.com">DuquesneLight.com</a>	<b>Pay by Phone:</b> 1-866-526-0815	<b>Scan to Pay Now:</b> 

NAME Cletus Cibrone  
 SERVICE ADDRESS 29 Briggs St  
 CITY, STATE ZIP CODE 15234

Date

ACCOUNT NUMBER

### 72-HOUR SHUT-OFF NOTICE AVISO DE SUSPENSION DE SERVICIO

**Your Electric Service May Be Shut-Off!**

Because your bill is past due, we will shut-off the service to 29 Briggs St on or after 8:00 a.m. on      without further notice.

**We will NOT shut-off your electric service provided that you:**

- Pay \$   in full before     .
- Pay the amount you owe on your payment arrangement. Call us at 412-393-7200 for this amount.

If we shut-off your electric service, you could be asked to pay the following before we turn your service on:

Overdue Account Balance	\$	<input type="text" value="6"/> <input type="text" value="08"/>	<input type="text" value="35"/>	*
Estimated Security Deposit	\$	<input type="text" value="263"/>	<input type="text" value="00"/>	**
Reconnection Charge Up To	\$	<input type="text" value="250"/>	<input type="text" value="00"/>	
<b>Estimated Total</b>	\$	<input type="text" value="1121"/>	<input type="text" value="35"/>	

Exhibit C14

**\*If your service is shut-off, you may be asked to pay any additional bills that have become past due to restore your service. \*\*Your security deposit may be eligible to be paid in installments.**

If you're facing a financial hardship, we're here to help. Payment assistance options may be available for you. Learn more at 412-393-7200 or DuquesneLight.com/HereToHelp.

### MEDICAL EMERGENCY NOTICE

**Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT-OFF YOUR SERVICE provided you:**

*Have a licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition which requires the continuance of electric service. A Medical Certificate form can be obtained by calling 412-393-7200 or visiting the following web address: [DuquesneLight.com/medical](http://DuquesneLight.com/medical).*

### IMPORTANT TO KNOW

**Before we shut-off your utility service please read the reverse side of this notice.**



**Table of Contents for Duquesne Light Company's Proposed Hearing Exhibits**

*Redacted Version*

1. 10 July 2018 10-Day Termination Notice
2. 14 August 2018 10-Day Termination Notice
3. 11 March 2021 10-Day Termination Notice
4. 19 April 2021 10-Day Termination Notice
5. 11 May 2021 10-Day Termination Notice
6. 10 August 2021 10-Day Termination Notice
7. 8 November 2021 10-Day Termination Notice
8. 10 March 2022 10-Day Termination Notice
9. 9 May 2022 10-Day Termination Notice
10. 8 June 2022 10-Day Termination Notice
11. 11 August 2022 10-Day Termination Notice
12. 8 November 2022 10-Day Termination Notice
13. Statement of Account
14. BCS Decision
15. Summary of Payment Arrangements
16. Customer Contacts
17. 28 and 29 March 2022 Termination Call and Posting
18. 18 and 24 May 2022 Termination Call and Posting
19. CAP bill dated 12 February 2023

# Exhibit 1



July 10, 2018

Account Number: 7576-610-000

CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

Hours - Monday through Friday  
8:00 a.m. to 5:00 p.m.  
Telephone Number: 1-412-393-7100  
Payment by Web: [www.duquesnelight.com](http://www.duquesnelight.com)  
Payment by Phone: 1-866-526-0815  
(PAYMENT MUST THEN BE REPORTED TO DLC)  
Payment by Mail:  
Duquesne Light Company  
Payment Processing Center  
Pittsburgh, PA 15267-0001  
  
Service Address:  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

**10 DAY SHUT-OFF NOTICE**  
**AVISO DE SUSPENSION DE SERVICIO**

**Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**  
**Your Electric Service May Be Shut Off!**

Because your bill is past due, we will shut off the service to 29 BRIGGS ST on or after 8:00 a.m. on 07/23/18.  
**We may act on this notice for up to 60 days.**

**We will NOT Shut off your electric service if you do ONE of the following:**

- **Pay \$340.08 in full before 07/23/18.**
- Pay the amount you owe on your payment plan. Call us at (412) 393-7200 for this amount.
- Call (412) 393-7200 and provide a valid Western Union confirmation number to verify your payment for the past due amount.
- Call **(412) 393-7200 right away** if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment arrangement or special assistance programs.

**If we shut off your electric service, you may have to pay all of the following before we can turn your service on:**

Overdue Account Arrears	\$1,814.66
Estimated Security Deposit	\$292.00
Reconnect Charge Up-To	\$250.00

**Estimated Total \$2,356.66 Maximum turn-on charge. May be reduced.**

\*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service.

**To talk about your bill, please call our office at (412) 393-7200.**

**MEDICAL EMERGENCY NOTICE**

Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition which requires the continuation of electric service. A Medical Certificate form can be obtained by calling (412) 393-7200 or visiting [www.duquesnelight.com](http://www.duquesnelight.com); AND
2. Make some equitable arrangement to pay the company your current bills for service.

ARTERM10



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

Account Number: 7576-610-000

Please pay  
\$340.08

\$ 

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**USD Amount Enclosed**

CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

DUQUESNE LIGHT COMPANY  
PAYMENT PROCESSING CENTER  
PO BOX 10  
PITTSBURGH, PA 15230-0010  




**IMPORTANT TO KNOW**

**Before we shut off your utility service please read the notice below. You may be eligible for certain protections from shut off.**

**Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a (412) 393-7200.**

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 - March 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected.
- If you or someone in your household has a Protection from Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at (412) 393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call (412) 393-7200** to provide us with household income and occupant information. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light’s automatic bill payment service. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Call 412-393-7200 for an application or download at [www.duquesnelight.com](http://www.duquesnelight.com).
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service. When service is off, you must contact us after your payment has been made to be sure you’ve met all conditions to have the service turned back on and to arrange access to your premises. After all conditions have been met, it may take up to 3 days to have your service restored.

**WINTER NOTICE PROVISIONS (between December 1 - March 31)**

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (412) 393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2018				
Household Size	1	2	3	4
Monthly Income	\$2,530	\$3,430	\$4,330	\$5,230

ADD \$900 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.

# Exhibit 2



August 14, 2018

Account Number: 7576-610-000

CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

Hours - Monday through Friday  
8:00 a.m. to 5:00 p.m.

Telephone Number: 1-412-393-7100

Payment by Web: [www.duquesnelight.com](http://www.duquesnelight.com)

Payment by Phone: 1-866-526-0815

(PAYMENT MUST THEN BE REPORTED TO DLC)

Payment by Mail:

Duquesne Light Company  
Payment Processing Center  
Pittsburgh, PA 15267-0001

Service Address:  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

**10 DAY SHUT-OFF NOTICE**  
**AVISO DE SUSPENSION DE SERVICIO**

**Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**  
**Your Electric Service May Be Shut Off!**

Because your bill is past due, we will shut off the service to 29 BRIGGS ST on or after 8:00 a.m. on 08/27/18.  
**We may act on this notice for up to 60 days.**

**We will NOT Shut off your electric service if you do ONE of the following:**

- Pay \$2,159.41 in full before 08/27/18.
- Pay the amount you owe on your payment plan. Call us at (412) 393-7200 for this amount.
- Call (412) 393-7200 and provide a valid Western Union confirmation number to verify your payment for the past due amount.
- Call (412) 393-7200 right away if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment arrangement or special assistance programs.

**If we shut off your electric service, you may have to pay all of the following before we can turn your service on:**

Overdue Account Arrears	\$2,018.41
Estimated Security Deposit	\$294.00
Reconnect Charge Up-To	\$250.00

**Estimated Total \$2,562.41 Maximum turn-on charge. May be reduced.**

\*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service.

**To talk about your bill, please call our office at (412) 393-7200.**

**MEDICAL EMERGENCY NOTICE**

Let us know if you or anyone presently and normally living in your home is SERIOUSLY ILL. WE WILL NOT SHUT OFF YOUR SERVICE provided you:

1. Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition which requires the continuation of electric service. A Medical Certificate form can be obtained by calling (412) 393-7200 or visiting [www.duquesnelight.com](http://www.duquesnelight.com); AND
2. Make some equitable arrangement to pay the company your current bills for service.

ARTERM10



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

Account Number: 7576-610-000

Please pay  
\$2,159.41

\$ 

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**USD Amount Enclosed**

CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

DUQUESNE LIGHT COMPANY  
PAYMENT PROCESSING CENTER  
PO BOX 10  
PITTSBURGH, PA 15230-0010





**IMPORTANT TO KNOW**

**Before we shut off your utility service please read the notice below. You may be eligible for certain protections from shut off.**

**Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a (412) 393-7200.**

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200. After you talk to us, if you are not satisfied, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, Pennsylvania 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 - March 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected.
- If you or someone in your household has a Protection from Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at (412) 393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call (412) 393-7200** to provide us with household income and occupant information. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light’s automatic bill payment service. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Call 412-393-7200 for an application or download at [www.duquesnelight.com](http://www.duquesnelight.com).
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you may be required to pay any additional bills that have become past due to restore your service. When service is off, you must contact us after your payment has been made to be sure you’ve met all conditions to have the service turned back on and to arrange access to your premises. After all conditions have been met, it may take up to 3 days to have your service restored.

**WINTER NOTICE PROVISIONS (between December 1 - March 31)**

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at (412) 393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2018				
Household Size	1	2	3	4
Monthly Income	\$2,530	\$3,430	\$4,330	\$5,230

ADD \$900 FOR EACH ADDITIONAL HOUSEHOLD MEMBER.

# Exhibit 3



## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut off.**

**Contact Duquesne Light immediately at 412-393-7200 to resolve.**

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200, visit [DuquesneLight.com/contact](http://DuquesneLight.com/contact) or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you talk with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at 412-393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call 412-393-7200** to provide us with household income and occupant information or visit us at [DuquesneLight.com/assistance](http://DuquesneLight.com/assistance) to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's free automatic bill payment service-AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at [DuquesneLight.com/autopay](http://DuquesneLight.com/autopay) or call 412-393-7200.
- If your landlord pays your utility bill, you have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 412-393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2021				
Household Size	1	2	3	4
Monthly Income	\$2,683	\$3,629	\$4,575	\$5,521

Add \$946 for each additional household member

# Exhibit 4



¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.  
Your Electric Service May Be Shut Off  
Because your bill is past due, we will shut off the service to 29 BRIGGS ST on or after 8:00 a.m. on 04/29/2021.  
We may act on this notice for up to 60 days. We will NOT shut off your electric service if you do ONE of the following:

**Service Address:**  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

**Account Number:** 7576-610-000

April 19, 2021

**\*\*\*10 DAY SHUT-OFF NOTICE\*\*\*  
\*\*\*AVISO DE SUSPENSION DE SERVICIO\*\*\***

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.  
Your Electric Service May Be Shut Off**  
Because your bill is past due, we will shut off the service to 29 BRIGGS ST on or after 8:00 a.m. on 04/29/2021.  
**We may act on this notice for up to 60 days. We will NOT shut off your electric service if you do ONE of the following:**

- **Pay \$577.03 in full before 04/29/2021.**
- Pay the amount you owe on your payment arrangement. Call us at 412-393-7200 for this amount.
- Call 412-393-7200 and provide a Speedpay, an ACI Worldwide company, confirmation number to verify payment of the past due amount.
- Enroll in the Customer Assistance Program (CAP), if eligible, by calling **412-393-7200 right away** and provide your household income and occupant information.
- File a dispute with Duquesne Light at 412-393-7200 or the Pennsylvania Public Utility Commission at 1-800-692-7380.

**If we shut off your electric service, you may have to pay all of the following, as well as any additional bills that have become past due, before we can turn your service on:**

Past Due Balance	\$577.03
Estimated Security Deposit	\$321.00
Reconnect Charge Up-To	\$250.00
<b>Estimated Total</b>	<b>\$1,148.03</b>

**Maximum turn-on charge. May be less.**

*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service. **To talk about your bill, please call our office at 412-393-7200.***

ARTERM10

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



\$

**USD Amount Enclosed**

Account Number: 7576-610-000

Please Pay  
\$577.03

CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH, PA 15250-7324



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## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut off.**

**Contact Duquesne Light immediately at 412-393-7200 to resolve.**

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200, visit [DuquesneLight.com/contact](http://DuquesneLight.com/contact) or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you talk with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at 412-393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call 412-393-7200** to provide us with household income and occupant information or visit us at [DuquesneLight.com/assistance](http://DuquesneLight.com/assistance) to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's free automatic bill payment service-AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at [DuquesneLight.com/autopay](http://DuquesneLight.com/autopay) or call 412-393-7200.
- If your landlord pays your utility bill, you have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 412-393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2021				
Household Size	1	2	3	4
Monthly Income	\$2,683	\$3,629	\$4,575	\$5,521

Add \$946 for each additional household member

# Exhibit 5



¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.  
Your Electric Service May Be Shut Off  
Because your bill is past due, we will shut off the service to 29 BRIGGS ST on or after 8:00 a.m. on 05/21/2021.  
We may act on this notice for up to 60 days. We will NOT shut off your electric service if you do ONE of the following:

**Service Address:**  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

**Account Number:** 7576-610-000

May 11, 2021

**\*\*\*10 DAY SHUT-OFF NOTICE\*\*\*  
\*\*\*AVISO DE SUSPENSION DE SERVICIO\*\*\***

¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.

**Your Electric Service May Be Shut Off**

Because your bill is past due, we will shut off the service to 29 BRIGGS ST on or after 8:00 a.m. on 05/21/2021.

**We may act on this notice for up to 60 days. We will NOT shut off your electric service if you do ONE of the following:**

- **Pay \$607.37 in full before 05/21/2021.**
- Pay the amount you owe on your payment arrangement. Call us at 412-393-7200 for this amount.
- Call 412-393-7200 and provide a Speedpay, an ACI Worldwide company, confirmation number to verify payment of the past due amount.
- Enroll in the Customer Assistance Program (CAP), if eligible, by calling **412-393-7200 right away** and provide your household income and occupant information.
- File a dispute with Duquesne Light at 412-393-7200 or the Pennsylvania Public Utility Commission at 1-800-692-7380.

**If we shut off your electric service, you may have to pay all of the following, as well as any additional bills that have become past due, before we can turn your service on:**

Past Due Balance	\$607.37
Estimated Security Deposit	\$321.00
Reconnect Charge Up-To	\$250.00
<b>Estimated Total</b>	<b>\$1,178.37</b>

**Maximum turn-on charge. May be less.**

*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service. **To talk about your bill, please call our office at 412-393-7200.***

ARTERM10

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



\$

**USD Amount Enclosed**

Account Number: 7576-610-000

Please Pay  
\$607.37

CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH, PA 15250-7324



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## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut off.**

**Contact Duquesne Light immediately at 412-393-7200 to resolve.**

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200, visit [DuquesneLight.com/contact](http://DuquesneLight.com/contact) or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you talk with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at 412-393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call 412-393-7200** to provide us with household income and occupant information or visit us at [DuquesneLight.com/assistance](http://DuquesneLight.com/assistance) to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's free automatic bill payment service-AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at [DuquesneLight.com/autopay](http://DuquesneLight.com/autopay) or call 412-393-7200.
- If your landlord pays your utility bill, you have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 412-393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2021				
Household Size	1	2	3	4
Monthly Income	\$2,683	\$3,629	\$4,575	\$5,521

Add \$946 for each additional household member

# Exhibit 6



  
 CLETUS CIBRONE  
 29 BRIGGS ST  
 PITTSBURGH PA 15234-3013

**Service Address:**  
 29 BRIGGS ST  
 PITTSBURGH, PA 15234-3013

**Account Number:** 7576-610-000

August 10, 2021

**\*\*\*10 DAY SHUT-OFF NOTICE\*\*\***  
**\*\*\*AVISO DE SUSPENSION DE SERVICIO\*\*\***

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**  
**Your Electric Service May Be Shut Off**  
 Because your bill is past due, we will shut off the service to 29 BRIGGS ST on or after 8:00 a.m. on 08/20/2021.  
**We may act on this notice for up to 60 days. We will NOT shut off your electric service if you do ONE of the following:**

- **Pay \$506.32 in full before 08/20/2021.**
- Pay the amount you owe on your payment arrangement. Call us at 412-393-7200 for this amount.
- Call 412-393-7200 and provide a Speedpay, an ACI Worldwide company, confirmation number to verify payment of the past due amount.
- Enroll in the Customer Assistance Program (CAP), if eligible, by calling **412-393-7200 right away** and provide your household income and occupant information.
- File a dispute with Duquesne Light at 412-393-7200 or the Pennsylvania Public Utility Commission at 1-800-692-7380.

**If we shut off your electric service, you may have to pay all of the following, as well as any additional bills that have become past due, before we can turn your service on:**

Past Due Balance	\$506.32	
Estimated Security Deposit	\$343.00	
Reconnect Charge Up-To	\$250.00	
<b>Estimated Total</b>	<b>\$1,099.32</b>	<b>Maximum turn-on charge. May be less.</b>

*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service. **To talk about your bill, please call our office at 412-393-7200.***

ARTERM10

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



\$

**USD Amount Enclosed**

Account Number: 7576-610-000

Please Pay  
\$506.32

CLETUS CIBRONE  
 29 BRIGGS ST  
 PITTSBURGH, PA 15234-3013

DUQUESNE LIGHT COMPANY  
 PO BOX 371324  
 PITTSBURGH, PA 15250-7324



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## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut off.**

**Contact Duquesne Light immediately at 412-393-7200 to resolve.**

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200, visit [DuquesneLight.com/contact](http://DuquesneLight.com/contact) or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you talk with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at 412-393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call 412-393-7200** to provide us with household income and occupant information or visit us at [DuquesneLight.com/assistance](http://DuquesneLight.com/assistance) to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's free automatic bill payment service-AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at [DuquesneLight.com/autopay](http://DuquesneLight.com/autopay) or call 412-393-7200.
- If your landlord pays your utility bill, you have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 412-393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2021				
Household Size	1	2	3	4
Monthly Income	\$2,683	\$3,629	\$4,575	\$5,521

Add \$946 for each additional household member

# Exhibit 7



¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.  
Your Electric Service May Be Shut Off  
Because your bill is past due, we will shut off the service to 29 BRIGGS ST on or after 8:00 a.m. on 11/22/2021.  
We may act on this notice for up to 60 days. We will NOT shut off your electric service if you do ONE of the following:

**Service Address:**  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

**Account Number:** 7576-610-000

November 08, 2021

**\*\*\*10 DAY SHUT-OFF NOTICE\*\*\*  
\*\*\*AVISO DE SUSPENSION DE SERVICIO\*\*\***

¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.

**Your Electric Service May Be Shut Off**

Because your bill is past due, we will shut off the service to 29 BRIGGS ST on or after 8:00 a.m. on 11/22/2021.

**We may act on this notice for up to 60 days. We will NOT shut off your electric service if you do ONE of the following:**

- **Pay \$302.89 in full before 11/22/2021.**
- Pay the amount you owe on your payment arrangement. Call us at 412-393-7200 for this amount.
- Call 412-393-7200 and provide a Speedpay, an ACI Worldwide company, confirmation number to verify payment of the past due amount.
- Enroll in the Customer Assistance Program (CAP), if eligible, by calling **412-393-7200 right away** and provide your household income and occupant information.
- File a dispute with Duquesne Light at 412-393-7200 or the Pennsylvania Public Utility Commission at 1-800-692-7380.

**If we shut off your electric service, you may have to pay all of the following, as well as any additional bills that have become past due, before we can turn your service on:**

Past Due Balance	\$302.89
Estimated Security Deposit	\$295.00
Reconnect Charge Up-To	\$250.00
<b>Estimated Total</b>	<b>\$847.89</b>

**Maximum turn-on charge. May be less.**

*If your service is shut off, you may be required to pay any additional amounts that have become past due to restore your service. **To talk about your bill, please call our office at 412-393-7200.***

ARTERM10

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



\$

**USD Amount Enclosed**

Account Number: 7576-610-000

Please Pay  
\$302.89

CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH, PA 15250-7324



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## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut off.**

**Contact Duquesne Light immediately at 412-393-7200 to resolve.**

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**

- If you have questions or need more information, contact Duquesne Light as soon as possible at 412-393-7200, visit [DuquesneLight.com/contact](http://DuquesneLight.com/contact) or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you talk with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut off if you file the complaint before the shut off date.
- **If we shut off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at 412-393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call 412-393-7200** to provide us with household income and occupant information or visit us at [DuquesneLight.com/assistance](http://DuquesneLight.com/assistance) to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light's free automatic bill payment service-AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at [DuquesneLight.com/autopay](http://DuquesneLight.com/autopay) or call 412-393-7200.
- If your landlord pays your utility bill, you have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service. Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 412-393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2021				
Household Size	1	2	3	4
Monthly Income	\$2,683	\$3,629	\$4,575	\$5,521

Add \$946 for each additional household member

# Exhibit 8



  
 CLETUS CIBRONE  
 29 BRIGGS ST  
 PITTSBURGH PA 15234-3013

**Service Address:**  
 29 BRIGGS ST  
 PITTSBURGH, PA 15234-3013

**Account Number:** 7576-610-000

March 10, 2022

**\*\*\*10 DAY SHUT-OFF NOTICE\*\*\***  
**\*\*\*AVISO DE SUSPENSION DE SERVICIO\*\*\***

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**  
**Your Electric Service May Be Shut-Off**

Because your bill is past due, we will shut-off the service to 29 BRIGGS ST on or after 8:00 a.m. on 04/18/2022.

**We may act on this notice for up to 60 days. We will NOT shut-off your electric service if you do ONE of the following:**

- **Pay \$947.17 in full before 04/18/2022.**
- Pay the amount you owe on your payment arrangement. Call us at 412-393-7200 for this amount.
- Call 412-393-7200 and provide a Speedpay, an ACI Worldwide company, confirmation number to verify payment of the past due amount.
- Enroll in the Customer Assistance Program (CAP), if eligible, by calling **412-393-7200 right away** and provide your household income and occupant information.
- File a dispute with Duquesne Light Co. at 412-393-7200 or the Pennsylvania Public Utility Commission at 1-800-692-7380.

**If we shut-off your electric service, you may have to pay all of the following, as well as any additional bills that have become past due, before we can turn your service on:**

Past Due Balance	\$947.17
Estimated Security Deposit	\$274.00
Reconnect Charge Up-To	\$250.00
<b>Estimated Total</b>	<b>\$1,471.17</b>

**Maximum turn-on charge. May be less.**

*If your service is shut-off, you may be required to pay any additional amounts that have become past due to restore your service. **To talk about your bill, please call our office at 412-393-7200.***

ARTERM10



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

\$

**USD Amount Enclosed**

Account Number: 7576-610-000

Please Pay  
\$947.17

CLETUS CIBRONE  
 29 BRIGGS ST  
 PITTSBURGH, PA 15234-3013

DUQUESNE LIGHT COMPANY  
 PO BOX 371324  
 PITTSBURGH, PA 15250-7324



75766100006 00000000000 000001034271 000000947176

## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT-OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT-OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut-off.**

**Contact Duquesne Light Company immediately at 412-393-7200 to resolve.**

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**

- If you have questions or need more information, contact Duquesne Light Company as soon as possible at 412-393-7200, visit DuquesneLight.com/contact or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you talk with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut-off if you file the complaint before the shut-off date.
- **If we shut-off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately at 412-393-7200.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call 412-393-7200** to provide us with household income and occupant information or visit us at DuquesneLight.com/assistance to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light Company's free automatic bill payment service- AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at DuquesneLight.com/autopay or call 412-393-7200.
- If your landlord pays your utility bill, you have certain legal protections. Please call us at 412-393-7200.
- If you have trouble understanding or speaking English or have a disability, please call us at 412-393-7200.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut-off date** to give us household income & occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, **you may be protected from shut-off.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 412-393-7200. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2022				
Household Size	1	2	3	4
Monthly Income	\$2,831	\$3,815	\$4,798	\$5,781

Add \$983 for each additional household member

# Exhibit 9



CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH PA 15234-3013

**Service Address:**  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

**Account Number:** 7576-610-000

May 09, 2022

**\*\*\*10 DAY SHUT-OFF NOTICE\*\*\*  
\*\*\*AVISO DE SUSPENSION DE SERVICIO\*\*\***

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.  
Your Electric Service May Be Shut-Off**

Because your bill is past due, we will shut-off the service to 29 BRIGGS ST on or after 8:00 a.m. on 05/23/2022.

**We may act on this notice for up to 60 days. We will NOT shut-off your electric service if you do ONE of the following:**

- Pay your past due balance in the amount of **\$966.88** in full before **05/23/2022** at **DuquesneLight.com/payonline**; select **Same-Day Payment** on the free DLC mobile app, available from the App Store and Google Play; or call Speedpay, an ACI Worldwide company, at **866-526-0815**.
- Pay the amount you owe on your payment arrangement. Call us for this amount.
- Enroll in the Customer Assistance Program (CAP). Apply online at **DuquesneLight.com/cap** or call us for additional details.
- File a dispute with Duquesne Light Co. or the Pennsylvania Public Utility Commission at 1-800-692-7380.

**To talk about your bill, call us at 412-393-7200. If we shut-off your electric service, you may have to pay all of the following, and any additional bills that have become past due, before we can turn your service on:**

Full Account Balance	\$1,169.30
Paid Security Deposit (Applied to Amount Due)	(\$304.00)
Estimated New Security Deposit	\$264.00
Maximum Reconnect Fee	\$250.00
<b>Estimated Total</b>	<b>\$1,379.30 Maximum turn-on charge. May be less.</b>

ARTERM10



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

\$

**USD Amount Enclosed**

Account Number: 7576-610-000

Please Pay  
\$966.88

CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH, PA 15250-7324



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## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT-OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT-OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut-off.**

**Contact Duquesne Light Company immediately at 412-393-7200 to resolve.**

¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.

- If you have questions or need more information, contact Duquesne Light Company at **DuquesneLight.com/contact** or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you speak with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut-off if you file the complaint before the shut-off date.
- **If we shut-off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call us** to provide household income and occupant information or visit **DuquesneLight.com/assistance** to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light Company's free automatic bill payment service- AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at **DuquesneLight.com/autopay** or call us.
- If your landlord pays your utility bill, you have certain legal protections. For more information, call us.
- If you have trouble understanding or speaking English or have a disability, please call us for assistance.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut-off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, **you may be protected from shut-off.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2022				
Household Size	1	2	3	4
Monthly Income	\$2,831	\$3,815	\$4,798	\$5,781

Add \$983 for each additional household member

# Exhibit 10



|||||  
CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH PA 15234-3013

**Service Address:**  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

**Account Number:** 7576-610-000

June 08, 2022

**\*\*\*10 DAY SHUT-OFF NOTICE\*\*\*  
\*\*\*AVISO DE SUSPENSION DE SERVICIO\*\*\***

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.  
Your Electric Service May Be Shut-Off**

Because your bill is past due, we will shut-off the service to 29 BRIGGS ST on or after 8:00 a.m. on 06/20/2022.

**We may act on this notice for up to 60 days. We will NOT shut-off your electric service if you do ONE of the following:**

- Pay your past due balance in the amount of **\$850.00** in full before **06/20/2022** at **DuquesneLight.com/payonline**; select **Same-Day Payment** on the free DLC mobile app, available from the App Store and Google Play; or call Speedpay, an ACI Worldwide company, at **866-526-0815**.
- Pay the amount you owe on your payment arrangement. Call us for this amount.
- Enroll in the Customer Assistance Program (CAP). Apply online at **DuquesneLight.com/cap** or call us for additional details.
- File a dispute with Duquesne Light Co. or the Pennsylvania Public Utility Commission at 1-800-692-7380.

**To talk about your bill, call us at 412-393-7200. If we shut-off your electric service, you may have to pay all of the following, and any additional bills that have become past due, before we can turn your service on:**

Full Account Balance	\$960.57
Paid Security Deposit (Applied to Amount Due)	(304.00)
Estimated New Security Deposit	\$263.00
Maximum Reconnect Fee	\$250.00
<b>Estimated Total</b>	<b>\$1,169.57 Maximum turn-on charge. May be less.</b>

ARTERM10



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

\$

**USD Amount Enclosed**

Account Number: 7576-610-000

Please Pay  
\$850.00

CLETUS CIBRONE  
29 BRIGGS ST  
PITTSBURGH, PA 15234-3013

DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH, PA 15250-7324



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## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT-OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT-OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut-off.**

**Contact Duquesne Light Company immediately at 412-393-7200 to resolve.**

**¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.**

- If you have questions or need more information, contact Duquesne Light Company at **DuquesneLight.com/contact** or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you speak with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut-off if you file the complaint before the shut-off date.
- **If we shut-off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call us** to provide household income and occupant information or visit **DuquesneLight.com/assistance** to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light Company's free automatic bill payment service- AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at **DuquesneLight.com/autopay** or call us.
- If your landlord pays your utility bill, you have certain legal protections. For more information, call us.
- If you have trouble understanding or speaking English or have a disability, please call us for assistance.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut-off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, **you may be protected from shut-off.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2022				
Household Size	1	2	3	4
Monthly Income	\$2,831	\$3,815	\$4,798	\$5,781

Add \$983 for each additional household member

# Exhibit 11



## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT-OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT-OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut-off.**

**Contact Duquesne Light Company immediately at 412-393-7200 to resolve.**

¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.

- If you have questions or need more information, contact Duquesne Light Company at **DuquesneLight.com/contact** or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you speak with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut-off if you file the complaint before the shut-off date.
- **If we shut-off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call us** to provide household income and occupant information or visit **DuquesneLight.com/assistance** to see if you qualify. Documentation of your income may be required.
- You can avoid forgetting to pay your bills by signing up for Duquesne Light Company's free automatic bill payment service- AutoPay. Your monthly payment will be automatically deducted from your specified bank account each month on the due date. Sign-up at **DuquesneLight.com/autopay** or call us.
- If your landlord pays your utility bill, you have certain legal protections. For more information, call us.
- If you have trouble understanding or speaking English or have a disability, please call us for assistance.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut-off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, **you may be protected from shut-off.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2022				
Household Size	1	2	3	4
Monthly Income	\$2,831	\$3,815	\$4,798	\$5,781

Add \$983 for each additional household member

# Exhibit 12



## MEDICAL EMERGENCY NOTICE

Let us know if someone living in your home is seriously ill or has a medical condition. WE WILL NOT SHUT-OFF SERVICE if you:

*Have your licensed physician, physician's assistant, or nurse practitioner certify in writing that you or a member of your household has been diagnosed with a medical condition that requires the continuation of electric service. Written certification is needed within seven days. While under medical certificate protection, you are required to pay your monthly electric charges.*

### IMPORTANT TO KNOW BEFORE WE SHUT-OFF YOUR UTILITY SERVICE-PLEASE READ

**You may be eligible for certain protections from shut-off.**

**Contact Duquesne Light Company immediately at 412-393-7200 to resolve.**

¡Atencion! Este es un mensaje muy importante. Si usted no lo entiende, favor de llamar a 412-393-7200.

- If you have questions or need more information, contact Duquesne Light Company at **DuquesneLight.com/contact** or reach us by mail at Dept. 6-1, 411 7th Ave Ste 3, Pittsburgh, PA 15219-1942. If you are not satisfied after you speak with us, you may file a complaint with the Public Utility Commission by calling 1-800-692-7380 or writing to the Pennsylvania Public Utility Commission, Box 3265 Harrisburg, PA 17105-3265. The Public Utility Commission may delay the shut-off if you file the complaint before the shut-off date.
- **If we shut-off your service during the winter months (between December 1 – March 31)**, we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. See Winter Notice Provisions at the bottom of this page.
- If you or someone in your household has a Protection From Abuse Order or a Court Order issued by a Commonwealth of Pennsylvania court which provides clear evidence of domestic violence, there are some additional protections available to you. **Call us immediately.** You will be required to provide us with a copy of the order.
- You may be eligible for a payment arrangement or special assistance programs. **Call us** to provide household income and occupant information or visit **DuquesneLight.com/assistance** to see if you qualify. Documentation of your income may be required.
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- If your landlord pays your utility bill, you have certain legal protections. For more information, call us.
- If you have trouble understanding or speaking English or have a disability, please call us for assistance.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- When service is off, you must contact us after your payment has been made to be sure you've met all conditions to have the service turned back on and to arrange access to your premise. After all conditions have been met, it may take up to 3 days to have your service restored.

### WINTER NOTICE PROVISIONS (between December 1 – March 31)

- **Contact us BEFORE the shut-off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- If your income is below 250% of the federal poverty guidelines, **you may be protected from shut-off.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately. You may need to provide us with proof of your income.

Monthly Income at 250% of Federal Poverty Level: 2022				
Household Size	1	2	3	4
Monthly Income	\$2,831	\$3,815	\$4,798	\$5,781

Add \$983 for each additional household member

# Exhibit 13



## Duquesne Light Company - Statement Of Account

Prepared: February 13, 2023

Page: 1 of 5

Account #:	7576610000
Name:	CIBRONE,CLETUS

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

Premise ID	Service Address
7576610392	29 BRIGGS ST, PITTSBURGH, PA 15234

### Residential

Transaction Date	Prepared 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
09/10/20	09/10/20	Bill - Actual	7576610392	10/01/20	09/09/20	30	32,788.98	1,948.16	\$340.62	\$2,049.31	\$292.62	\$4,000.77
09/16/20	09/16/20	Billing - Cancel Transaction	7576610392	10/01/20	09/09/20	30	32,788.98	1,948.16	-\$340.62	\$1,708.69	-\$433.62	\$3,567.15
09/16/20	09/16/20	Deposit Refund plus Interest							-\$147.23	\$1,561.46	-\$6.23	\$3,560.92
09/16/20	09/16/20	Bill - Actual	7576610392	10/07/20	09/04/20	25	32,528.07	1,687.25	\$301.01	\$1,862.47	\$253.01	\$3,813.93
09/16/20	09/16/20	Payment Arrangement - Cancel Transaction							\$1,951.46	\$3,813.93	\$0.00	\$3,813.93
09/16/20	10/11/20	Transfer Adjustment							-\$3,813.93	\$0.00	-\$3,813.93	\$0.00
09/24/20	10/11/20	Payment							-\$100.00	\$0.00	-\$100.00	-\$100.00
10/11/20	10/11/20	Bill - Actual	7576610392	11/02/20	10/10/20	36	33,617.77	1,089.71	\$476.95	\$376.95	\$172.95	\$72.95
10/12/20	11/10/20	Payment							-\$76.00	\$300.95	\$228.00	\$300.95
11/11/20	11/10/20	Bill - Actual	7576610392	12/01/20	11/09/20	30	34,158.11	540.33	\$91.02	\$391.97	\$91.02	\$391.97
11/11/20	12/10/20	Payment							-\$75.00	\$316.97	-\$75.00	\$316.97
12/10/20	12/10/20	Bill - Actual	7576610392	12/31/20	12/09/20	30	34,634.87	476.76	\$81.79	\$398.76	\$81.79	\$398.76
01/12/21	01/11/21	Bill - Actual	7576610392	02/01/21	01/10/21	32	35,201.20	566.33	\$94.89	\$493.65	\$94.89	\$493.65
02/11/21	02/11/21	Bill - Actual	7576610392	03/04/21	02/11/21	32	35,801.72	600.53	\$97.98	\$591.63	\$97.98	\$591.63
03/14/21	03/14/21	Bill - Actual	7576610392	04/05/21	03/14/21	31	36,385.48	583.76	\$97.40	\$689.03	\$97.40	\$689.03
04/13/21	04/13/21	Bill - Actual	7576610392	05/04/21	04/13/21	30	36,780.41	394.93	\$70.34	\$759.37	\$70.34	\$759.37



## Duquesne Light Company - Statement Of Account

Prepared: February 13, 2023

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Residential												
Transaction Date	Prepared 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
04/16/21	05/12/21	Payment							-\$112.00	\$647.37	-\$112.00	\$647.37
04/28/21	05/12/21	Payment							-\$40.00	\$607.37	-\$40.00	\$607.37
05/12/21	05/12/21	Bill - Actual	7576610392	06/02/21	05/12/21	29	37,279.98	499.57	\$85.54	\$692.91	\$85.54	\$692.91
05/19/21	06/13/21	Payment							-\$112.00	\$580.91	-\$112.00	\$580.91
06/02/21	06/13/21	Payment - Grant DEF							-\$250.00	\$330.91	-\$250.00	\$330.91
06/02/21	06/13/21	Dollar Energy Fund							-\$250.00	\$80.91	-\$250.00	\$80.91
06/08/21	06/13/21	Late Payment Charge							\$1.01	\$81.92	\$1.01	\$81.92
06/13/21	06/13/21	Bill - Actual	7576610392	07/06/21	06/13/21	32	38,697.42	1,417.44	\$220.82	\$302.74	\$220.82	\$302.74
07/09/21	07/13/21	Payment							-\$62.74	\$240.00	-\$62.74	\$240.00
07/12/21	07/13/21	Late Payment Charge							\$2.99	\$242.99	\$2.99	\$242.99
07/13/21	07/13/21	Bill - Actual	7576610392	08/03/21	07/13/21	30	40,372.40	1,674.98	\$263.33	\$506.32	\$263.33	\$506.32
08/09/21	08/11/21	Late Payment Charge							\$6.28	\$512.60	\$6.28	\$512.60
08/11/21	08/11/21	Bill - Actual	7576610392	09/01/21	08/11/21	29	42,164.69	1,792.29	\$280.85	\$793.45	\$280.85	\$793.45
08/19/21	09/12/21	Payment Arrangement							-\$693.45	\$100.00	\$0.00	\$793.45
08/19/21	09/12/21	Payment							-\$120.00	\$0.00	-\$120.00	\$673.45
09/12/21	09/12/21	Bill - Actual	7576610392	10/04/21	09/12/21	32	43,634.99	1,470.30	\$166.00	\$146.00	\$232.75	\$906.20
09/16/21	10/11/21	Deposit Interest							-\$10.93	\$135.07	-\$10.93	\$895.27
10/11/21	10/11/21	Late Payment Charge							\$1.82	\$136.89	\$1.82	\$897.09
10/11/21	10/11/21	Bill - Actual	7576610392	11/01/21	10/11/21	29	44,413.64	778.66	\$166.00	\$302.89	\$129.45	\$1,026.54
11/08/21	11/09/21	Late Payment Charge							\$3.77	\$306.66	\$3.77	\$1,030.31
11/09/21	11/09/21	Bill - Actual	7576610392	11/30/21	11/09/21	29	44,771.47	357.82	\$166.00	\$472.66	\$66.60	\$1,096.91



## Duquesne Light Company - Statement Of Account

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Residential												
Transaction Date	Prepared 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
11/19/21	12/09/21	Payment							-\$30.00	\$442.66	-\$30.00	\$1,066.91
12/06/21	12/09/21	Late Payment Charge							\$5.47	\$448.13	\$5.47	\$1,072.38
12/09/21	12/09/21	Bill - Actual	7576610392	12/30/21	12/09/21	30	45,136.28	364.81	\$166.00	\$614.13	\$68.25	\$1,140.63
01/05/22	01/11/22	Late Payment Charge							\$7.53	\$621.66	\$7.53	\$1,148.16
01/11/22	01/11/22	Bill - Actual	7576610392	02/01/22	01/11/22	33	45,571.77	435.49	\$158.00	\$779.66	\$80.61	\$1,228.77
02/07/22	02/10/22	Late Payment Charge							\$9.51	\$789.17	\$9.51	\$1,238.28
02/10/22	02/10/22	Bill - Actual	7576610392	03/03/22	02/10/22	30	46,042.86	471.09	\$158.00	\$947.17	\$88.50	\$1,326.78
03/09/22	03/13/22	Late Payment Charge							\$11.49	\$958.66	\$11.49	\$1,338.27
03/13/22	03/13/22	Bill - Actual	7576610392	04/04/22	03/13/22	31	46,411.58	368.72	\$158.00	\$1,116.66	\$72.39	\$1,410.66
04/05/22	04/11/22	Payment							-\$100.00	\$1,016.66	-\$100.00	\$1,310.66
04/11/22	04/11/22	Late Payment Charge							\$12.22	\$1,028.88	\$12.22	\$1,322.88
04/11/22	04/11/22	Bill - Actual	7576610392	05/02/22	04/11/22	29	46,672.79	261.21	\$158.00	\$1,186.88	\$54.92	\$1,377.80
04/17/22	05/11/22	Payment							-\$220.00	\$966.88	-\$220.00	\$1,157.80
05/09/22	05/11/22	Late Payment Charge							\$11.50	\$978.38	\$11.50	\$1,169.30
05/11/22	05/11/22	Bill - Actual	7576610392	06/01/22	05/11/22	30	46,981.74	308.96	\$153.00	\$1,131.38	\$62.68	\$1,231.98
05/19/22	06/12/22	Payment							-\$145.45	\$985.93	-\$145.45	\$1,086.53
05/23/22	06/12/22	Payment							-\$100.00	\$885.93	-\$100.00	\$986.53
05/30/22	06/12/22	Payment							-\$35.93	\$850.00	-\$35.93	\$950.60
06/07/22	06/12/22	Late Payment Charge							\$9.97	\$859.97	\$9.97	\$960.57
06/10/22	06/12/22	Dispute							-\$950.60	\$0.00	\$0.00	\$960.57
06/10/22	06/12/22	Current w/payoff balance							\$100.60	\$9.97	\$0.00	\$960.57



## Duquesne Light Company - Statement Of Account

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Residential												
Transaction Date	Prepared 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
06/12/22	06/12/22	Bill - Actual	7576610392	07/05/22	06/12/22	32	47,940.07	958.33	\$138.00	\$147.97	\$173.09	\$1,133.66
06/29/22	07/12/22	Payment							-\$49.00	\$98.97	-\$49.00	\$1,084.66
07/08/22	07/12/22	Payment							-\$22.00	\$76.97	-\$22.00	\$1,062.66
07/11/22	07/12/22	Late Payment Charge							\$0.96	\$77.93	\$0.96	\$1,063.62
07/12/22	07/12/22	Bill - Actual	7576610392	08/02/22	07/12/22	30	49,407.96	1,467.89	\$138.00	\$215.93	\$271.16	\$1,334.78
07/22/22	08/10/22	Dispute - Cancel Transaction							\$950.60	\$1,166.53	\$0.00	\$1,334.78
07/22/22	08/10/22	Current w/payoff balance							-\$100.60	\$1,065.93	\$0.00	\$1,334.78
07/24/22	08/10/22	Payment							-\$35.00	\$1,030.93	-\$35.00	\$1,299.78
08/07/22	08/10/22	Payment							-\$19.45	\$1,011.48	-\$19.45	\$1,280.33
08/08/22	08/10/22	Late Payment Charge							\$11.95	\$1,023.43	\$11.95	\$1,292.28
08/10/22	08/10/22	Bill - Actual	7576610392	08/31/22	08/10/22	29	50,671.96	1,264.00	\$153.00	\$1,176.43	\$235.24	\$1,527.52
08/26/22	09/12/22	Deposit Refund plus Interest							-\$312.60	\$863.83	-\$312.60	\$1,214.92
08/26/22	09/12/22	Change Frozen Arrearage Amount Due							-\$863.83	\$0.00	\$0.00	\$1,214.92
09/11/22	09/12/22	Payment							-\$9.11	\$0.00	-\$9.11	\$1,205.81
09/12/22	09/12/22	Bill - Actual	7576610392	10/03/22	09/12/22	33	51,484.40	812.44	\$147.39	\$138.28	\$147.39	\$1,353.20
09/12/22	09/12/22	CAP Billing Credits							-\$98.39	\$39.89	-\$98.39	\$1,254.81
10/05/22	10/11/22	Dispute							-\$39.89	\$0.00	\$0.00	\$1,254.81
10/07/22	10/11/22	Dispute - Cancel Transaction							\$39.89	\$39.89	\$0.00	\$1,254.81
10/11/22	10/11/22	Bill - Actual	7576610392	11/01/22	10/11/22	29	51,784.48	300.08	\$62.31	\$102.20	\$62.31	\$1,317.12
10/11/22	10/11/22	CAP Billing Credits							-\$13.31	\$88.89	-\$13.31	\$1,303.81



## Duquesne Light Company - Statement Of Account

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Residential												
Transaction Date	Prepared 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
10/17/22	11/09/22	Payment							-\$14.92	\$73.97	-\$14.92	\$1,288.89
11/10/22	11/09/22	Payment							-\$14.92	\$59.05	-\$14.92	\$1,273.97
11/10/22	11/09/22	Bill - Actual	7576610392	11/30/22	11/09/22	29	52,063.15	278.67	\$58.76	\$117.81	\$58.76	\$1,332.73
11/10/22	11/09/22	CAP Billing Credits							-\$9.76	\$108.05	-\$9.76	\$1,322.97
12/11/22	12/11/22	Bill - Actual	7576610392	01/03/23	12/11/22	32	52,488.88	425.73	\$85.68	\$193.73	\$85.68	\$1,408.65
12/11/22	12/11/22	CAP Billing Credits							-\$36.68	\$157.05	-\$36.68	\$1,371.97
12/11/22	01/11/23	Payment							-\$14.94	\$142.11	-\$14.94	\$1,357.03
12/14/22	01/11/23	Payment - Grant LIHEAP Cash							-\$300.00	\$0.00	-\$300.00	\$1,057.03
12/21/22	01/11/23	Payment - Grant LIHEAP Crisis							-\$73.97	\$0.00	-\$73.97	\$983.06
01/11/23	01/11/23	Bill - Actual	7576610392	02/01/23	01/11/23	31	52,951.80	462.93	\$98.11	\$0.00	\$98.11	\$1,081.17
01/11/23	01/11/23	CAP Billing Credits							-\$49.11	\$0.00	-\$49.11	\$1,032.06
01/11/23	01/11/23	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$50.63	\$981.43
01/26/23	02/12/23	Payment							-\$25.00	\$0.00	-\$25.00	\$956.43
02/12/23	02/12/23	Bill - Actual	7576610392	03/06/23	02/12/23	32	53,267.89	316.09	\$70.91	\$0.00	\$70.91	\$1,027.34
02/12/23	02/12/23	CAP Billing Credits							-\$50.91	\$0.00	-\$50.91	\$976.43
02/12/23	02/12/23	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$50.63	\$925.80

# Exhibit 14

General/Open Information	Payment Information	Prior Agreements	Final Report Information
Dispute, Holds, Notices and PUC Audit	Investigative Contacts	Closing Information	

Date(s) Sent:  [DUQ\\_06302022\\_154400.xml](#) Double-click on file name to view...

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: **DECISION ISSUED : THE COMPANY FOLLOWED THE PROPER PROCEDURES REGARDING THE TERMINATION PROCESS. THE PAYMENTS THAT WERE MADE ON THE ACCOUNT DID NOT COVER THE TERMINATION NOTICE AMOUNT. YOU ARE INELIGIBLE FOR A PUC PAYMENT ARRANGEMENT DUE TO YOUR CHAPTER 13 BANKRUPTCY. THE COMPANY HAVE NOT RECEIVED A LIHEAP GRANT FOR THE ACCOUNT. YOU MUST CONTACT THE COMPANY TO GET THE UPDATED AMOUNT TO PAY TO MAINTAIN SERVICE. CASE DISMISSED PER 56.91 (A), 56.93 (A)(B)(C).**

# Exhibit 15

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



MARIE CLETUS CIBRONE ABATE  
ACCOUNT # 7576-610-000

---

<b>TYPE:</b>	Company-Issued Payment Arrangement
<b>INITIATION DATE:</b>	08/19/21
<b>ACCOUNT BALANCE:</b>	\$793.45
<b>TERMS:</b>	<i>Current bill + \$15</i>
<b>COMPLIANCE:</b>	No

<b>TYPE:</b>	Customer Assistance Program
<b>INITIATION DATE:</b>	08/26/22
<b>ACCOUNT BALANCE:</b>	\$1,214.92
<b>TERMS:</b>	4% of income; \$49 month
<b>COMPLIANCE:</b>	

---

# Exhibit 16

## Customer Contact

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### Customer Contact Info

CIBRONE,CLETUS, 29 BRIGGS ST,  
PITTSBURGH, General Customer  
Contact/General Customer Contact, Contacted  
11-19-2021

Customer Contact ID

Open

User ID LHALPIN Halpin, Leah

Person ID   CIBRONE,CLETUS - Primary Phone: (412) 930-6642

Account ID   CIBRONE,CLETUS, Residential, \$-187.86, 7576610000

Premise ID   29 BRIGGS ST, PITTSBURGH, PA, 152343013297

Preferred Contact Method

Contact Date/Time  /

Contact Class

Contact Type   General Customer Contact

Comments

7576610000/CLETUS,CIBRONE--- CALLING DUE TO SHUT OFF NOTICE FOR \$302.89--- CUSTOMER STATES THOUGHT SHE WAS ON CAP AND APPARENTLY THEY WERE GOING TO HELP

# Customer Contact

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**Customer Contact Info** CIBRONE,CLETUS, 29 BRIGGS ST,  
PITTSBURGH, Universal Services/Universal Service Inquiry, Contacted 11-30-2021 **Customer Contact ID** 7024061065

**Open**  **User ID** LFRENA Frena, Laura

**Person ID**   CIBRONE,CLETUS - Primary Phone: (412) 918-0475

**Account ID**   CIBRONE,CLETUS, Residential, \$0.00, 7576610000

**Premise ID**   29 BRIGGS ST, PITTSBURGH, PA, 152343013297

**Preferred Contact Method**

**Contact Date/Time**  /

**Contact Class**

**Contact Type**   Universal Service Inquiry

**Comments**

**Related Records**

**Letter Information**

# Customer Contact

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**Customer Contact Info** CIBRONE,CLETUS, 29 BRIGGS ST,  
PITTSBURGH, Billing / Payment/Billing Inquiries, Contacted 11-30-2021 **Customer Contact ID** 7025940683

**Open**  **User ID** JBJONES Jones, Jacqueline

**Person ID**   CIBRONE,CLETUS - Primary Phone: (412) 930-6642

**Account ID**   CIBRONE,CLETUS, Residential, \$-187.86, 7576610000

**Premise ID**   29 BRIGGS ST, PITTSBURGH, PA, 152343013297

**Preferred Contact Method**

**Contact Date/Time**  /

**Contact Class**

**Contact Type**   Billing Inquiries

**Comments**

**Related Records**

## Customer Contact

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### Customer Contact Info

CIBRONE,CLETUS, Holds/Utility Rights, Contacted  
05-31-2022

Customer Contact ID

Open

User ID SRJONES Jones, SUMI

Person ID

7021010000 CIBRONE,CLETUS - Primary Phone: (412) 930-6642

Account ID

7576610000 CIBRONE,CLETUS, Residential, \$-187.86, 7576610000

Premise ID

Preferred Contact Method

Phone Primary Phone: (412) 930-6642

Contact Date/Time

05-31-2022 / 08:43AM

Contact Class

Holds

Contact Type

UTILRTS Utility Rights

Comments

7576610000 SPW CLETUS VERIFIED. DECLINED EBILLING. 10 DAY NOTICE- 966.88 FOR 05/23/2022. ADV NO NEW PA CAN BE SET UP DUE TO NO SIG CHANGE IN INCOME. ADV MED RIGHTS, CRISIS. PLACED PUC HOLD UNTIL 06/14/2022, READ

Related Records

Letter Information

7576610000 SPW CLETUS VERIFIED. DECLINED EBILLING. 10 DAY NOTICE- 966.88 FOR 05/23/2022. ADV NO NEW PA CAN BE SET UP DUE TO NO SIG CHANGE IN INCOME. ADV MED RIGHTS, CRISIS. PLACED PUC HOLD UNTIL 06/14/2022, READ UTILITY RIGHTS. CUST NOT SAT.

## Customer Contact

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### Customer Contact Info

CIBRONE,CLETUS, 29 BRIGGS ST,  
PITTSBURGH, Billing / Payment/Billing  
Inquiries, Contacted 05-31-2022

Customer Contact ID 7022679650

Open

User ID KEMOORE Moore, Keisha

Person ID

7021010000 CIBRONE,CLETUS - Primary Phone: (412) 930-6642

Account ID

7576610000 CIBRONE,CLETUS, Residential, \$-187.86, 7576610000

Premise ID

7576610392 29 BRIGGS ST, PITTSBURGH, PA, 152343013297

Preferred Contact Method

Contact Date/Time

05-31-2022 / 01:13PM

Contact Class

Billing / Payment

Contact Type

BILL INQ Billing Inquiries

Comments

7576610000 SUP C/B..CALLED CLETUS CIBRONE PH# 412-918-0475 NO ANSWER..UNABLE TO LM MAILBOX FULL

### Customer Contact

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**Customer Contact Info** CIBRONE,CLETUS, Legal / Regulatory/PUC Complaint / Issue, Contacted 06-10-2022 **Customer Contact ID** 7022129081

**Open**  **User ID** RMORRIS Morris, Roxanne

**Person ID**   CIBRONE,CLETUS - Primary Phone: (412) 930-6642

**Account ID**   CIBRONE,CLETUS, Residential, \$-187.86, 7576610000

**Premise ID**

**Preferred Contact Method**

**Contact Date/Time** 06-10-2022 / 04:51PM

**Contact Class** Legal / Regulatory

**Contact Type** PUC ISSUE  PUC Complaint / Issue

**Comments** 7576610000 - PAR COMPLAINT #3843758 FILED 06/10/22 BY CLETUS CIBRONE (\$960.57 DISPUTE)

### Customer Contact

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**Customer Contact Info** CIBRONE,CLETUS, Universal Services/Universal Service Inquiry, Contacted 06-21-2022 **Customer Contact ID** 7029296051

**Open**  **User ID** CACPLMP Pater, Linda

**Person ID**   CIBRONE,CLETUS - Primary Phone: (412) 918-0475

**Account ID**

**Premise ID**

**Preferred Contact Method**

**Contact Date/Time** 06-21-2022 / 01:54PM

**Contact Class** Universal Services

**Contact Type** USINQ  Universal Service Inquiry

**Comments** 7576610000 - VIEWED WITH LORI FROM THE ENERGY ASSISTANCE OFFICE. AVSD ACCOUNT IS NOT IN TERMINATION. AVSD CUSTOMER FILED A COMPLAINT WITH THE PUC. ELECTRIC IS ON.NO CRISIS.NO PLEDGE AT THIS TIME. SENT

**Related Records** 7576610000 - VIEWED WITH LORI FROM THE ENERGY ASSISTANCE OFFICE. AVSD ACCOUNT IS NOT IN TERMINATION. AVSD CUSTOMER FILED A COMPLAINT WITH THE PUC. ELECTRIC IS ON.NO CRISIS.NO PLEDGE AT THIS TIME. SENT E-MAIL TO REGULATORY

**Letter Information**

## Customer Contact

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**Customer Contact Info** CIBRONE,CLETUS, Universal Services/Universal Service Inquiry, Contacted 08-26-2022 **Customer Contact ID** 7026145637

**Open**  **User ID** JKORN Korn, JOHN

**Person ID**   CIBRONE,CLETUS - Primary Phone: (412) 918-0475

**Account ID**

**Premise ID**

**Preferred Contact Method**

**Contact Date/Time**  /

**Contact Class**

**Contact Type**   Universal Service Inquiry

**Comments**

7576610000 ONLINE-CAP ENROLLMENT APPLICATION COMPLETED, FPI UPDATED, INCOME SCANNED, HH OF 4, PIPP % 4, SPOKE WITH CUSTOMER ON THE PHONE ABOUT ENROLLMENT - JK



# Exhibit 17

# Customer Contact

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[Characteristics](#)
[Customer Contact Portal](#)

**Customer Contact Info** CIBRONE,CLETUS, 29 BRIGGS ST, PITTSBURGH, Auto Dialer/72 Hour Call, **Customer Contact ID** 7026504486  
 Contacted 03-28-2022

**Open**  **User ID** SYSUSER System, English  
**Person ID**  CIBRONE,CLETUS - Primary Phone: (412) 930-6642  
**Account ID**  CIBRONE,CLETUS, Residential, \$-187.86, 7576610000  
**Premise ID**  29 BRIGGS ST, PITTSBURGH, PA, 152343013297  
**Preferred Contact Method**   
**Contact Date/Time**  /   
**Contact Class**   
**Contact Type**  72 Hour Call  
**Comments**   
**Related Records** Linked to Severence Process 7576093465,Event 005 (72HR NOTICE)  
**Letter Information** [Display Lett](#)

			Create Date/Time	Created by	Log Entry	Reminder
			03-29-2022 11:06PM	System, English	72 hour autodialer call – Call Result Code: Wrong Number. Campaign Code:	<input type="text"/>

72 hour autodialer call –  
 Call Result Code: Wrong  
 Number. Campaign Code:  
 RESIDENTIAL DAY  
 CAMPAIGN, Dial Attempt  
 Datetime : 2022-03-  
 29T12:55:26

### Field Activity

[Previous Item](#) [Next Item](#) [Clear](#) [Save](#) [Refresh](#)

[Main](#) [Steps](#) [Characteristics/Remarks](#) [Field Activity Portal](#) [Log](#)

120/240V - 1PH 3W Self Contained, Severance Process, Credit Post 72 Hour, completed, Scheduled 03-29-2022 12:14AM **Field Activity ID** [757429817](#)

[7576610367](#) [120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - Day 6/Route 000104/29 BRIGGS ST PITTSBURGH, PA, 152343013297](#)

[CRPOST72](#) [Credit Post 72 Hour](#)

Created on 03-29-2022 12:14AM by Severance Process.

**Date** [03-29-2022](#) / [12:14AM](#)

**Status** Completed

**Priority** [Priority 50](#) [Eligible for Dispatch](#)

[734001](#) [PGH-CASTLE SHANNON](#)

[No Field Order Information](#)

[2d38303436393533393731353937](#) [Intermediate Status](#)

**Financials** /\*Collection amounts - Payoff: 1,106.66 Current: 1,116.66 Delinquent: 1,022.78 Termination: 947.17 Deposit: 270.00\*/

posted on door

### FA Completion

#### Sync Request

[Field Activity Completion, Processed, 03-31-2022 10:29AM](#)

#### Alerts

[Last Contact: Today - Handra,Katherine](#)

[1 Open Contact\(s\) for Person](#)

[Confirmed Low Income](#)

[Overpayment Exists](#)

[Customer Dispute Exists](#)

[LIHEAP Grant Exists](#)

[Person Is Linked To Multiple Accounts](#)

[4 Persons On Account](#)

# Exhibit 18

# Customer Contact

[Previous Item](#) [Next Item](#) [Clear](#) [Save](#) [Refresh](#)

[Main](#) [Log](#) [Characteristics](#) [Customer Contact Portal](#)

**Customer Contact Info** CIBRONE,CLETUS, 29 BRIGGS ST,  
PITTSBURGH, Auto Dialer/72 Hour Call, **Customer Contact ID** 7029582665  
Contacted 05-18-2022

**Open**  **User ID** SYSUSER System, English

**Person ID** 7021010000 CIBRONE,CLETUS - Primary Phone: (412) 930-6642

**Account ID** 7576610000 CIBRONE,CLETUS, Residential, \$-187.86, 7576610000

**Premise ID** 7576610392 29 BRIGGS ST, PITTSBURGH, PA, 152343013297

**Preferred Contact Method**

**Contact Date/Time** 05-18-2022 / 12:11AM

**Contact Class** Auto Dialer

**Contact Type** 72HR CALL 72 Hour Call

**Comments**

**Related Records** Linked to Severence Process 7577812003,Event 005 (72HR NOTICE)

**Letter Information** [Display Letters](#)

			Create Date/Time	Created by	Log Entry	Reminder
			05-25-2022 01:16AM	System, English	72 hour autodialer call - Call Result Code: Wrong Number, Campaign Code:	<input type="text"/>

72 hour autodialer call -  
Call Result Code: Wrong  
Number. Campaign Code:  
RESIDENTIAL DAY  
CAMPAIGN, Dial Attempt  
Datetime : 2022-05-  
24T11:49:50

Field Activity

Next Item Clear Save Refresh

Main Steps Characteristics/Remarks Field Activity Portal Log

Field Activity 120/240V - 1PH 3W Self Contained, Severance Process, Credit Post 72 Hour, Completed, Scheduled 05-24-2022 01:32AM Field Activity ID

Service Point ID 7576610367 120/240V - 1PH 3W Self Contained/Monthly Mtr Read Cyc - Day 6/Route 000 PITTSBURGH, PA, 152343013297

Field Activity Type CRPOST72 Credit Post 72 Hour

Created on 05-24-2022 01:32AM by Severance Process.

Schedule Date/Time 05-24-2022 / 01:32AM

Field Activity Status Completed

Field Activity Priority Priority 50 Eligible for Dispatch

Dispatch Group 734001 PGH-CASTLE SHANNON

Field Order ID No Field Order Information

External ID 3833333535393636313130383232 Intermediate Status

Instructions /\*Collection amounts - Payoff: 682.53 Current: 885.93 Delinquent: 608.35 Termination: 721.43 Depos

Comments

FA Completion

Sync Request Field Activity Completion, Processed, 05-26-2022 12:46PM

Alerts

Last Contact: Today - Handra, Katherine

1 Open Contact(s) for Person

Confirmed Low Income

Overpayment Exists

Customer Dispute Exists

LIHEAP Grant Exists

Person Is Linked To Multiple Accounts

4 Persons On Account

# Exhibit 19



CLETUS CIBRONE
29 BRIGGS ST
Account # 7576-610-000

Table with 2 columns: Due Date (03/06/2023), Amount Due (\$0.00)

Bill Summary



Bill ID: 757152099467 Date Prepared: 02/12/2023

Table with 2 columns: Description (Previous Bill, Payment(s) Received, Balance Forward, Current Amount Due, CAP Discount, NEW ACCOUNT BALANCE, AMOUNT DUE BY 03/06/2023) and Amount

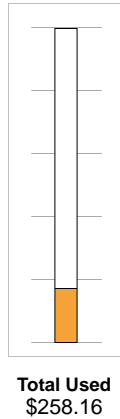
Account Balances

Customer Assistance Program (CAP)

Table with 2 columns: Description (Annual CAP Discount Reset Date, Maximum Annual CAP Discount, Annual CAP Discount Used to Date, Remaining CAP Discount) and Value

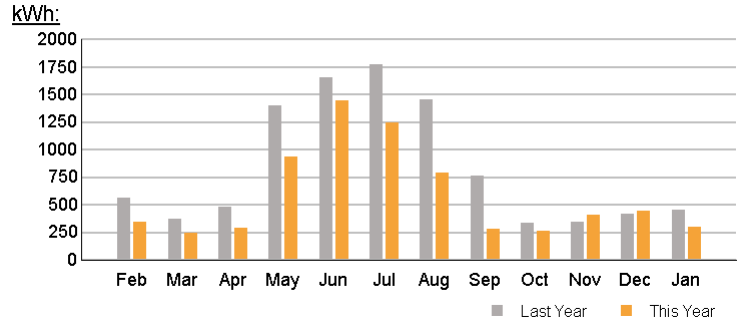
Total Account Balance

Table with 2 columns: Description (Last Account Balance, Account Adjustments, Payments received, Current service charges, Debt forgiven, CAP discount applied, Total Account balance) and Value



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: 602 kWh
Total Annual Usage for the last 12 months: 7225 kWh

Debt Forgiveness

- We have forgiven a total of \$101.26 in debt for making full, on-time payments. Your remaining debt eligible for forgiveness is \$1,113.66.
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 2023-03-06



Account # 7576-610-000

Table with 2 columns: Due Date (03/06/2023), Amount Due (\$0.00)

USD Amount Enclosed form with dollar sign and input boxes

USD Amount Enclosed

CLETUS CIBRONE
29 BRIGGS ST
PITTSBURGH PA 15234-3013

Please mail payment to:

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324





75766100006 00000000000 000000925800 000000000000

**General Information**

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

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

 **Phone:** 412-393-7100 **TTY Users:** 711

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

**Billing and Service Options**

Sign up online for any of the following services:

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

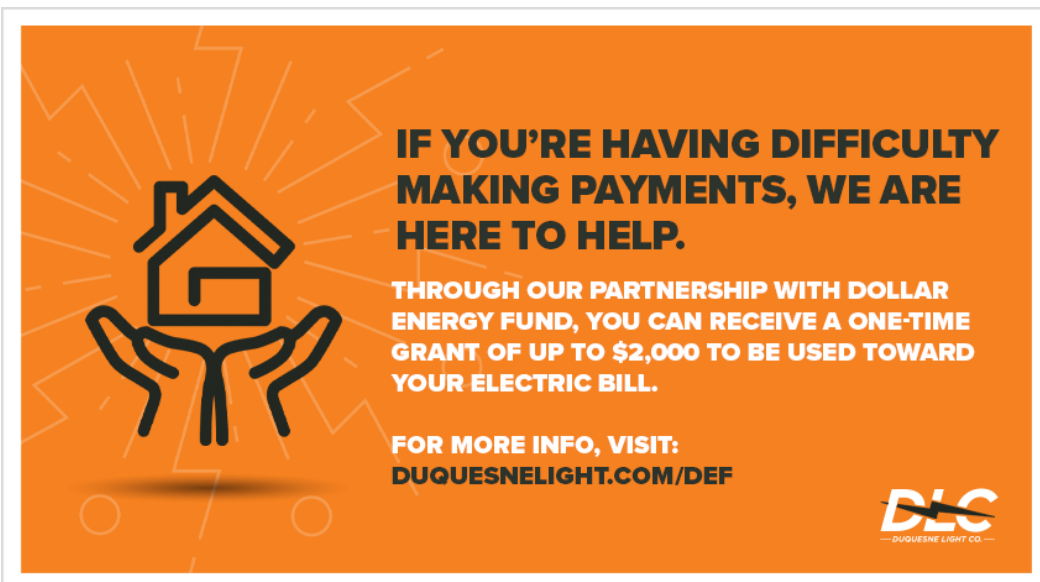
**Understanding Your Bill**

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

**Customer Assistance Program (CAP)**

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


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



**IF YOU'RE HAVING DIFFICULTY MAKING PAYMENTS, WE ARE HERE TO HELP.**

**THROUGH OUR PARTNERSHIP WITH DOLLAR ENERGY FUND, YOU CAN RECEIVE A ONE-TIME GRANT OF UP TO \$2,000 TO BE USED TOWARD YOUR ELECTRIC BILL.**

**FOR MORE INFO, VISIT:  
[DUQUESNELIGHT.COM/DEF](http://DUQUESNELIGHT.COM/DEF)**



**Message Center**

Effective January-2023, frozen debt will be forgiven over thirty-six (36) months with every full, on-time monthly payment.

Need help paying your electric bill? Learn more about our energy assistance programs at [DuquesneLight.com/assistance](http://DuquesneLight.com/assistance).

Signing up for DLC's e-Bill program is fast and easy! Enroll today at [DuquesneLight.com/ebill](http://DuquesneLight.com/ebill) and you'll receive an email each month when your bill is available.

**Account Detail**

29 BRIGGS ST

Supplier Agreement ID: 7576610220

**Meter Reading Usage Information**

Meter Number	F82084157
Present 02/12/2023 Act	53,267.8910
Prior 01/11/2023 Act	52,951.8040
Difference	316.0870
Your Meter Multiplier	1
Total kWh Used	316.0870

**Current Bill Details**

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1125 / kWh	
<b>DLC Charges</b>		<b>\$35.33</b>
Customer Charge		\$12.50
Distribution	316.0870 kWh@ \$0.072493	\$22.91
DSIC Surcharge	-0.08%	-\$0.03
Pennsylvania Tax Adjustment		-\$0.05
		-----
<b>Supply Charges</b>		<b>\$35.58</b>
Supply	316.0870 kWh@ \$0.088349	\$27.93
Transmission	316.0870 kWh@ \$0.024211	\$7.65
		-----

**Total kWh Used 316.0870**

**Service Charges \$70.91**

**Current Amount Due Detail**

Service Charges	
DLC Charges	\$35.33
Supply Charges	\$35.58
	-----
<b>Subtotal</b>	<b>\$70.91</b>

**Shopping and Supplier Information**

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

**Supplier Agreement ID: 7576610220**  
**Rate Schedule: RS-Residential Service**

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

**Additional Notifications**

- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at [www.duquesnelight.com](http://www.duquesnelight.com) or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- DLC offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or learn more about these programs, visit [WattChoices.com](http://WattChoices.com)
- Sign up for AutoPay and learn about other convenient payment options by visiting [DuquesneLight.com](http://DuquesneLight.com)
- Estimated Gross Receipts Tax of \$4.18 and Estimated PA State Tax of \$4.82 are included in your rates.

# EXHIBIT 20

[View in Browser](#)



ServiceLine  
June 2021

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READY**



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### **DLC Has A New Leader**

Kevin Walker named president and CEO of Duquesne Light.

[READ MORE](#)



### **DLC's Volunteerism Bloomed in May**

As warmer weather approached, outdoor employee volunteerism thrived at Duquesne Light Company (DLC).

[LEARN MORE](#)



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