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Craig Murphy,  
v.  
Duquesne Light Company

Docket No.: C-2023-3038940

Initial Call-In  
Telephonic Hearing  
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Pages 1 - 48

Judge's Chambers  
Piatt Place  
301 5th Avenue  
Suite 220  
Pittsburgh, PA

Thursday, July 6, 2023  
Commencing at 9:57 a.m.

INDEX TO EXHIBITS

Docket No. C-2023-3038940

Hearing Date: July 6, 2023

<u>NUMBER</u>	<u>FOR IDENTIFICATION</u>	<u>IN EVIDENCE</u>
Complainant's Exhibits A	14	15
Correspondence Regarding		
Disputed Amount		
Respondent's Exhibit A	27	27
Statement of Account		

Respondent's Exhibit E	36	36
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Five Past-Due Notices

Respondent's Exhibit F	27	27
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Five Bills

Exhibit "A"

Correspondence with Respondent Duquesne Light  
dated April 04, 2023 regarding Dispute placed on  
account.



Craig Murphy <murphy.craig.pro@gmail.com>

**Re: FW: [EXTERNAL] No. C-2023-3038949**

1 message

**Craig Murphy** <murphy.craig.pro@gmail.com>  
To: "Morris, Roxanne D." <RMorris@duqllight.com>

No, you're again deliberately refusing to issue a termination notice to prevent a crisis grant or other relief, and this latest action will serve as evidence of such.

On Tue, Apr 4, 2023, 2:26 PM Morris, Roxanne D. <RMorris@duqllight.com> wrote:

Good afternoon Mr. Murphy,

My name is Roxanne Morris, I spoke with you briefly over the phone last week.

Emily Farah is on vacation this week and forwarded your e-mail regarding a dispute amount on your DLC account.

Consistent with commission regulations, and especially when your complaint indicates incorrect charges on your bill, the company places your outstanding account balance in a dispute hold which prevents your service from being shut off for that amount. You are not required to pay that amount until the complaint is closed.

I can remove your account balance from the dispute hold; however, you will be responsible to pay the dispute balance in full on your next bill.

Feel free to call me if you have any questions or would like to discuss further.

Thank you

Roxanne Morris

Supervisor, Regulatory Consumer Relations

412-393-6445 (phone)

412-393-5853 (fax)

rmorris@duqllight.com

Duquesne Light Company

411 7<sup>th</sup> Ave. Pittsburgh, PA 15219



CONFIDENTIALITY NOTICE: The contents of this email message and any attachments are intended solely for the addressee(s) and may contain confidential and/or privileged information and may be legally protected from disclosure.

**From:** Craig Murphy <murphy.craig.pro@gmail.com>  
**Date:** April 4, 2023 at 12:54:11 PM EDT  
**To:** "Farah, Emily" <EFarah@duquelight.com>  
**Subject:** [EXTERNAL] No. C-2023-3038949

**Warning:**

This email message did not originate from Duquesne Light and is from an external organization. DO NOT CLICK links or attachments unless you recognize the sender and are certain the content is safe. If this message is suspicious, PLEASE CLICK THE REPORT SUSPICIOUS BUTTON IN THIS BANNER.

Report Suspicious

Why is there a disputed amount on my DLC account? I never requested a dispute, so who requested the dispute, and why?

2 attachments



REDACTED



Duquesne Light Company - Statement Of Account

Prepared: June 21, 2023

Page: 1 of 5

Account #: [REDACTED] 0000
Name: MURPHY,CRAIG D

Paid Deposit Amount: \$0.00
Disputed Amount: \$319.46

Table with 2 columns: Premise ID, Service Address. Row 1: 2399150141, 117 FRIENDSHIP AVE, DUQUESNE, PA 15110

Residential

Main transaction table with 13 columns: 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. Contains 20 rows of transaction data.

EXHIBIT "A"



## Duquesne Light Company - Statement Of Account

Prepared: June 21, 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
01/27/20	01/27/20	Bill - Actual	2399150141	02/17/20	01/26/20	32	13,196.39	462.90	\$78.66	\$78.66	\$78.66	\$78.66
02/24/20	02/25/20	Late Payment Charge							\$0.98	\$79.64	\$0.98	\$79.64
02/25/20	02/25/20	Bill - Actual	2399150141	03/17/20	02/24/20	29	13,588.81	392.42	\$68.74	\$148.38	\$68.74	\$148.38
02/29/20	03/25/20	Payment							-\$76.81	\$71.57	-\$76.81	\$71.57
03/25/20	03/25/20	Bill - Actual	2399150141	04/15/20	03/24/20	29	13,949.08	360.26	\$64.16	\$135.73	\$64.16	\$135.73
04/06/20	04/27/20	Payment							-\$72.00	\$63.73	-\$72.00	\$63.73
04/27/20	04/27/20	Bill - Actual	2399150141	05/18/20	04/26/20	33	14,396.75	447.67	\$77.00	\$140.73	\$77.00	\$140.73
05/03/20	05/27/20	Payment							-\$63.73	\$77.00	-\$63.73	\$77.00
05/27/20	05/27/20	Bill - Actual	2399150141	06/17/20	05/26/20	30	14,721.28	324.53	\$59.36	\$136.36	\$59.36	\$136.36
05/30/20	06/25/20	Payment							-\$77.00	\$59.36	-\$77.00	\$59.36
06/25/20	06/25/20	Bill - Actual	2399150141	07/16/20	06/24/20	29	15,054.25	332.97	\$60.57	\$119.93	\$60.57	\$119.93
07/28/20	07/28/20	Bill - Actual	2399150141	08/18/20	07/27/20	33	15,576.85	522.60	\$87.90	\$207.83	\$87.90	\$207.83
07/29/20	08/26/20	Payment							-\$119.93	\$87.90	-\$119.93	\$87.90
08/26/20	08/26/20	Bill - Actual	2399150141	09/16/20	08/25/20	29	15,966.80	389.95	\$68.87	\$156.77	\$68.87	\$156.77
09/13/20	09/27/20	Payment							-\$88.00	\$68.77	-\$88.00	\$68.77
09/27/20	09/27/20	Bill - Actual	2399150141	10/19/20	09/26/20	32	16,280.68	313.88	\$57.95	\$126.72	\$57.95	\$126.72
10/26/20	10/26/20	Bill - Actual	2399150141	11/16/20	10/25/20	29	16,563.44	282.76	\$53.83	\$180.55	\$53.83	\$180.55
10/30/20	11/26/20	Payment							-\$127.00	\$53.55	-\$127.00	\$53.55
11/26/20	11/26/20	Bill - Actual	2399150141	12/17/20	11/25/20	31	16,971.49	408.05	\$71.92	\$125.47	\$71.92	\$125.47
12/07/20	12/28/20	Payment							-\$125.47	\$0.00	-\$125.47	\$0.00
12/28/20	12/28/20	Bill - Actual	2399150141	01/19/21	12/27/20	32	17,461.76	490.27	\$83.62	\$83.62	\$83.62	\$83.62
12/31/20	01/28/21	Payment							-\$83.62	\$0.00	-\$83.62	\$0.00
01/28/21	01/28/21	Bill - Actual	2399150141	02/18/21	01/28/21	32	17,883.63	421.87	\$72.54	\$72.54	\$72.54	\$72.54



## Duquesne Light Company - Statement Of Account

Prepared: June 21, 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
02/28/21	02/28/21	Bill - Actual	2399150141	03/22/21	02/28/21	31	18,235.28	351.65	\$63.80	\$136.34	\$63.80	\$136.34
03/10/21	03/29/21	Payment							-\$72.54	\$63.80	-\$72.54	\$63.80
03/28/21	03/29/21	Payment							-\$63.80	\$0.00	-\$63.80	\$0.00
03/29/21	03/29/21	Bill - Actual	2399150141	04/19/21	03/29/21	29	18,541.20	305.92	\$57.19	\$57.19	\$57.19	\$57.19
04/28/21	04/28/21	Bill - Actual	2399150141	05/19/21	04/28/21	30	18,795.50	254.30	\$49.91	\$107.10	\$49.91	\$107.10
05/22/21	05/27/21	Payment							-\$107.10	\$0.00	-\$107.10	\$0.00
05/27/21	05/27/21	Bill - Actual	2399150141	06/17/21	05/27/21	29	19,059.47	263.97	\$51.32	\$51.32	\$51.32	\$51.32
06/23/21	06/28/21	Late Payment Charge							\$0.64	\$51.96	\$0.64	\$51.96
06/28/21	06/28/21	Bill - Actual	2399150141	07/19/21	06/28/21	32	19,406.02	346.55	\$64.40	\$116.36	\$64.40	\$116.36
06/29/21	07/28/21	Payment							-\$51.32	\$65.04	-\$51.32	\$65.04
07/26/21	07/28/21	Payment							-\$65.04	\$0.00	-\$65.04	\$0.00
07/28/21	07/28/21	Bill - Actual	2399150141	08/18/21	07/28/21	30	19,819.14	413.12	\$74.85	\$74.85	\$74.85	\$74.85
08/22/21	08/26/21	Payment							-\$74.85	\$0.00	-\$74.85	\$0.00
08/26/21	08/26/21	Bill - Actual	2399150141	09/16/21	08/26/21	29	20,226.66	407.52	\$74.02	\$74.02	\$74.02	\$74.02
09/22/21	09/27/21	Late Payment Charge							\$0.93	\$74.95	\$0.93	\$74.95
09/27/21	09/27/21	Bill - Actual	2399150141	10/18/21	09/27/21	32	20,578.37	351.71	\$65.68	\$140.63	\$65.68	\$140.63
10/10/21	10/26/21	Payment							-\$140.63	\$0.00	-\$140.63	\$0.00
10/26/21	10/26/21	Bill - Actual	2399150141	11/16/21	10/26/21	29	20,823.90	245.53	\$49.81	\$49.81	\$49.81	\$49.81
11/22/21	11/25/21	Late Payment Charge							\$0.63	\$50.44	\$0.63	\$50.44
11/25/21	11/25/21	Bill - Actual	2399150141	12/16/21	11/25/21	30	21,151.77	327.88	\$62.12	\$112.56	\$62.12	\$112.56
12/03/21	12/27/21	Payment							-\$112.56	\$0.00	-\$112.56	\$0.00
12/27/21	12/27/21	Bill - Actual	2399150141	01/18/22	12/27/21	32	21,510.55	358.78	\$68.45	\$68.45	\$68.45	\$68.45



## 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
01/23/22	01/27/22	Payment							-\$68.45	\$0.00	-\$68.45	\$0.00
01/27/22	01/27/22	Bill - Actual	2399150141	02/17/22	01/27/22	31	21,950.64	440.09	\$81.13	\$81.13	\$81.13	\$81.13
02/23/22	02/27/22	Late Payment Charge							\$1.02	\$82.15	\$1.02	\$82.15
02/27/22	02/27/22	Bill - Actual	2399150141	03/21/22	02/27/22	31	22,379.75	429.11	\$82.20	\$164.35	\$82.20	\$164.35
03/06/22	03/28/22	Payment							-\$82.00	\$82.35	-\$82.00	\$82.35
03/28/22	03/28/22	Late Payment Charge							\$1.03	\$83.38	\$1.03	\$83.38
03/28/22	03/28/22	Bill - Actual	2399150141	04/18/22	03/28/22	29	22,687.51	307.76	\$62.49	\$145.87	\$62.49	\$145.87
04/25/22	04/27/22	Late Payment Charge							\$1.81	\$147.68	\$1.81	\$147.68
04/27/22	04/27/22	Bill - Actual	2399150141	05/18/22	04/27/22	30	22,985.60	298.09	\$60.91	\$208.59	\$60.91	\$208.59
05/04/22	05/26/22	Payment							-\$146.00	\$62.59	-\$146.00	\$62.59
05/24/22	05/26/22	Late Payment Charge							\$0.76	\$63.35	\$0.76	\$63.35
05/26/22	05/26/22	Bill - Actual	2399150141	06/16/22	05/26/22	29	23,185.55	199.95	\$44.95	\$108.30	\$44.95	\$108.30
06/15/22	06/27/22	Payment							-\$108.30	\$0.00	-\$108.30	\$0.00
06/27/22	06/27/22	Bill - Actual	2399150141	07/18/22	06/27/22	32	23,533.31	347.76	\$73.01	\$73.01	\$73.01	\$73.01
07/25/22	07/27/22	Late Payment Charge							\$0.92	\$73.93	\$0.92	\$73.93
07/27/22	07/27/22	Bill - Actual	2399150141	08/17/22	07/27/22	30	23,880.67	347.36	\$73.70	\$147.63	\$73.70	\$147.63
08/09/22	08/25/22	Payment							-\$147.63	\$0.00	-\$147.63	\$0.00
08/25/22	08/25/22	Bill - Actual	2399150141	09/15/22	08/25/22	29	24,182.54	301.87	\$65.69	\$65.69	\$65.69	\$65.69
09/20/22	09/27/22	Payment							-\$65.69	\$0.00	-\$65.69	\$0.00
09/27/22	09/27/22	Bill - Actual	2399150141	10/18/22	09/27/22	33	24,463.97	281.44	\$62.08	\$62.08	\$62.08	\$62.08
10/24/22	10/26/22	Late Payment Charge							\$0.78	\$62.86	\$0.78	\$62.86



## 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
10/26/22	10/26/22	Bill - Actual	2399150141	11/16/22	10/26/22	29	24,801.92	337.94	\$72.03	\$134.89	\$72.03	\$134.89
11/21/22	11/27/22	Payment							-\$134.89	\$0.00	-\$134.89	\$0.00
11/27/22	11/27/22	Bill - Actual	2399150141	12/19/22	11/27/22	32	25,243.13	441.22	\$90.23	\$90.23	\$90.23	\$90.23
12/27/22	12/27/22	Late Payment Charge							\$1.13	\$91.36	\$1.13	\$91.36
12/27/22	12/27/22	Bill - Actual	2399150141	01/17/23	12/27/22	30	25,697.36	454.23	\$99.98	\$191.34	\$99.98	\$191.34
01/17/23	01/29/23	Payment							-\$90.23	\$101.11	-\$90.23	\$101.11
01/23/23	01/29/23	Late Payment Charge							\$1.25	\$102.36	\$1.25	\$102.36
01/29/23	01/29/23	Bill - Actual	2399150141	02/20/23	01/29/23	33	26,207.57	510.21	\$114.27	\$216.63	\$114.27	\$216.63
02/27/23	02/27/23	Late Payment Charge							\$2.68	\$219.31	\$2.68	\$219.31
02/27/23	02/27/23	Bill - Actual	2399150141	03/20/23	02/27/23	29	26,645.29	437.73	\$100.15	\$319.46	\$100.15	\$319.46
03/21/23	03/28/23	Dispute							-\$319.46	\$0.00	\$0.00	\$319.46
03/28/23	03/28/23	Bill - Actual	2399150141	04/18/23	03/28/23	29	26,978.47	333.18	\$79.22	\$79.22	\$79.22	\$398.68
04/24/23	04/27/23	Late Payment Charge							\$0.99	\$80.21	\$0.99	\$399.67
04/27/23	04/27/23	Bill - Actual	2399150141	05/18/23	04/27/23	30	27,258.13	279.66	\$68.54	\$148.75	\$68.54	\$468.21
05/24/23	05/29/23	Late Payment Charge							\$1.84	\$150.59	\$1.84	\$470.05
05/29/23	05/29/23	Bill - Actual	2399150141	06/19/23	05/29/23	32	27,501.80	243.67	\$61.33	\$211.92	\$61.33	\$531.38








**REDACTED**



  
CRAIG D MURPHY  
117 FRIENDSHIP ST  
DUQUESNE PA 15110-1807

**Service Address:**  
117 FRIENDSHIP AVE  
DUQUESNE, PA 15110-1807

**Account Number:** [REDACTED] 0-000

February 27, 2023

**\*\*\*PAST DUE NOTICE\*\*\***

Dear Customer,

Your electric bill is now past due. We encourage you to promptly pay your overdue bill to ensure there isn't an interruption in your service. If you have already paid, thank you for your payment.

We value you as a customer. If you need help paying your bill, you may qualify for a payment arrangement or our Customer Assistance Program (CAP). CAP assists low-income households, that may be payment-troubled, establish ongoing, affordable payment plans. To find out if you qualify for CAP, please visit [DuquesneLight.com/assistance](http://DuquesneLight.com/assistance) or call us at 412-393-7200 with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.

Low Income Home Energy Assistance Programs and the Dollar Energy Fund offer additional financial help. If you need more information on any of these programs, please call us at 1-888-393-7600.

Sincerely,

Customer Service Department

ARTER10C



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

\$ 

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**USD Amount Enclosed**

Account Number: [REDACTED] 0-000

Please Pay  
\$216.63

CRAIG D MURPHY  
117 FRIENDSHIP AVE  
DUQUESNE, PA 15110-1807

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









**General Information**

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

 **Online:** www.DuquesneLight.com

 **Phone:** 412-393-7100 **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


**Dollar Energy Fund**

Give to Dollar Energy Fund to help people in our community without heat or light. There are several easy ways to donate and your gift is tax deductible.

 **Text:** Make a one-time donation of \$5 by texting POWER to 50000

 **Online:** Visit www.DuquesneLight.com and select "Payment Options" from the Account & Billing menu

 **Phone:** 412-393-7100

 **Mail:** Sign up below to add a monthly pledge to your bill or make a one-time donation by mailing a check to:

Duquesne Light Hardship Fund Donations  
Dept 15-1  
411 7<sup>th</sup> Ave Ste 3  
Pittsburgh, PA 15219-1942

**Understanding Your Bill**

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

**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.



**HomeServe**  
**GET PEACE OF MIND FOR EMERGENCY HOME REPAIRS**  
 DLC partners with HomeServe to offer homeowners low-cost protection plans that help ease the financial burden brought on by repairs to the major systems in your home.



< Scan here to enroll in a protection plan or visit: **HomeRepairsforDLC.com**

**Dollar Energy Fund**  
 Monthly Pledge:

\$1.00

\$2.00

Other: \$\_\_\_\_.00



**Account Detail**

117 FRIENDSHIP AVE

Supplier Agreement ID: [REDACTED]

**Meter Reading Usage Information**

Meter Number	F74146765
Present 01/29/2023 Act	26,207.5670
Prior 12/27/2022 Act	25,697.3600
Difference	510.2070
Your Meter Multiplier	1
Total kWh Used	510.2070

**Current Bill Details**

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1125 / kWh	
<b>DLC Charges</b>		<b>\$58.09</b>
Customer Charge		\$12.50
Distribution	77.3041 kWh@ \$0.082683	\$6.39
Distribution	432.9029 kWh@ \$0.087933	\$38.07
DSIC Surcharge	-0.08%	-\$0.05
Pennsylvania Tax Adjustment		-\$0.07
Late Payment Charge		\$1.25
		-----
<b>Supply Charges</b>		<b>\$57.43</b>
Supply	510.2070 kWh@ \$0.088349	\$45.08
Transmission	510.2070 kWh@ \$0.024211	\$12.35
		-----

**Total kWh Used 510.2070**

**Service Charges \$115.52**

**Shopping and Supplier Information**

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

**Supplier Agreement ID:** [REDACTED]  
**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.
- A change in the State Tax Adjustment Surcharge, effective January 1, will decrease your overall monthly bill by about \$0.08, or less than 1%.
- Changes in the Distribution rate, reflecting expenses related to energy-assistance programs for low-income customers, effective January 1, will increase your monthly bill by \$3.15, or 2%.
- A change in the Customer Charge, reflecting poly-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective January 1, will decrease your monthly bill by \$0.04, or less than 1%.
- Duquesne Light offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit [www.wattchoices.com](http://www.wattchoices.com).
- **YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.**
- You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.
- **SIGN UP FOR AUTOPAY** and learn about other convenient payment options by visiting our website [www.duquesnelight.com](http://www.duquesnelight.com).
- Estimated Gross Receipts Tax of \$6.74 and Estimated PA State Tax of \$7.78 are included in your rates.

REDACTED



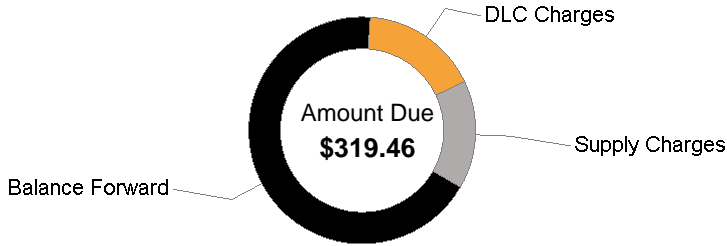
CRAIG D MURPHY  
117 FRIENDSHIP AVE

Account # [REDACTED] 0-000

Due Date	Amount Due
03/20/2023	\$319.46

Bill Summary

Bill ID: 339963389370 Date Prepared: 02/27/2023



Previous Account Balance	\$216.63
Payment(s) Received	\$0.00
<b>Balance Forward</b>	<b>\$216.63</b>
DLC Charges	\$53.56
Supply Charges	\$49.27
<b>AMOUNT DUE BY 03/20/2023</b>	<b>\$319.46</b>

Message Center

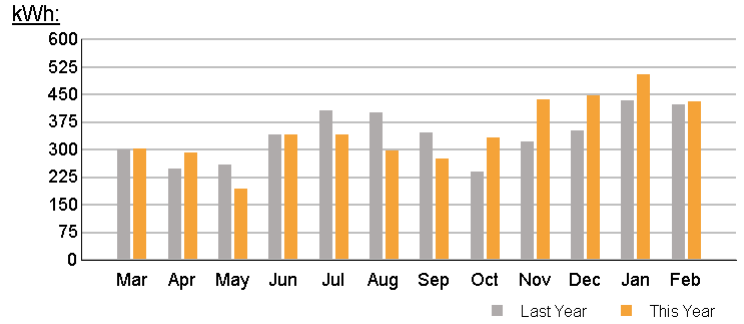
Signing up for our e-Bill program is fast and easy! Enroll today at [DuquesneLight.com/ebill](http://DuquesneLight.com/ebill) and you'll receive an email each month when your bill is available.

Duquesne Light Company partners with Dollar Energy Fund to provide assistance to customers who struggle to pay their electric bill. If you would like to support the Dollar Energy Fund and your neighbors in need, make a tax deductible monthly pledge at [DuquesneLight.com/dollar](http://DuquesneLight.com/dollar).



Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	438	15	29	40
Last Month	510	15	33	38
Same Month Last Year	429	14	31	31



Average Monthly Usage for the last 12 months: 355 kWh  
Total Annual Usage for the last 12 months: 4266 kWh

BI\_POSTAL\_20230227PRD.xml

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

Phone: 412-393-7100

Billing and meter reading details on page 3

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

A late charge of 1.25% may be assessed after 2023-03-20



Account # [REDACTED] 0-000

Due Date	Amount Due
03/20/2023	\$319.46

\$ [REDACTED]

USD Amount Enclosed

CRAIG D MURPHY  
117 FRIENDSHIP AVE  
DUQUESNE PA 15110-1807

Please mail payment to:


DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH PA 15250-7324




### General Information

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

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

 **Phone:** 412-393-7100 **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


### Dollar Energy Fund

Give to Dollar Energy Fund to help people in our community without heat or light. There are several easy ways to donate and your gift is tax deductible.

 **Text:** Make a one-time donation of \$5 by texting POWER to 50000

 **Online:** Visit [www.DuquesneLight.com](http://www.DuquesneLight.com) and select "Payment Options" from the Account & Billing menu

 **Phone:** 412-393-7100

 **Mail:** Sign up below to add a monthly pledge to your bill or make a one-time donation by mailing a check to:

Duquesne Light Hardship Fund Donations  
Dept 15-1  
411 7<sup>th</sup> Ave Ste 3  
Pittsburgh, PA 15219-1942

### Understanding Your Bill

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

### 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.



**HomeServe**  
**GET PEACE OF MIND FOR EMERGENCY HOME REPAIRS**  
 DLC partners with HomeServe to offer homeowners low-cost protection plans that help ease the financial burden brought on by repairs to the major systems in your home.



< Scan here to enroll in a protection plan or visit: [HomeRepairsforDLC.com](http://HomeRepairsforDLC.com)

**Dollar Energy Fund**  
 Monthly Pledge:

\$1.00

\$2.00

Other: \$\_\_\_\_.00



**Account Detail**

117 FRIENDSHIP AVE

Supplier Agreement ID: [REDACTED]

**Meter Reading Usage Information**

Meter Number	F74146765
Present 02/27/2023 Act	26,645.2920
Prior 01/29/2023 Act	26,207.5670
Difference	437.7250
Your Meter Multiplier	1
Total kWh Used	437.7250

**Current Bill Details**

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1125 / kWh	
<b>DLC Charges</b>		<b>\$53.56</b>
Customer Charge		\$12.50
Distribution	437.7250 kWh@ \$0.087933	\$38.49
DSIC Surcharge	-0.08%	-\$0.04
Pennsylvania Tax Adjustment		-\$0.07
Late Payment Charge		\$2.68
		-----
<b>Supply Charges</b>		<b>\$49.27</b>
Supply	437.7250 kWh@ \$0.088349	\$38.67
Transmission	437.7250 kWh@ \$0.024211	\$10.60
		-----

**Total kWh Used 437.7250**

**Service Charges \$102.83**

**Shopping and Supplier Information**

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

**Supplier Agreement ID:** [REDACTED]  
**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.
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- Join our Budget Plan for consistent bills at [DuquesneLight.com/budget](http://DuquesneLight.com/budget). If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.
- Sign up for AutoPay and learn about other convenient payment options by visiting [DuquesneLight.com](http://DuquesneLight.com)
- Estimated Gross Receipts Tax of \$5.91 and Estimated PA State Tax of \$6.81 are included in your rates.

REDACTED



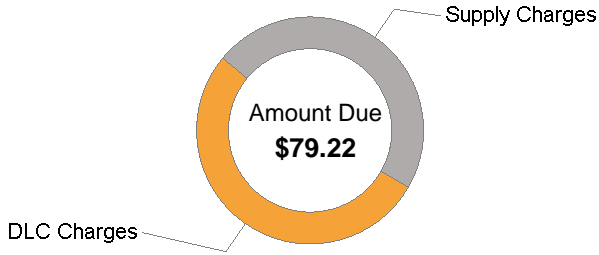
CRAIG D MURPHY  
117 FRIENDSHIP AVE

Account # [REDACTED] 0-000

Due Date	Amount Due
04/18/2023	\$79.22

Bill Summary

Bill ID: 339661004875 Date Prepared: 03/28/2023



Previous Account Balance	\$319.46
Payment(s) Received	\$0.00
<b>Balance Forward</b>	<b>\$319.46</b>
Disputed Charges	-\$319.46
<b>Active Account Balance</b>	<b>\$0.00</b>
DLC Charges	\$41.71
Supply Charges	\$37.51
<b>AMOUNT DUE BY 04/18/2023</b>	<b>\$79.22</b>

Message Center

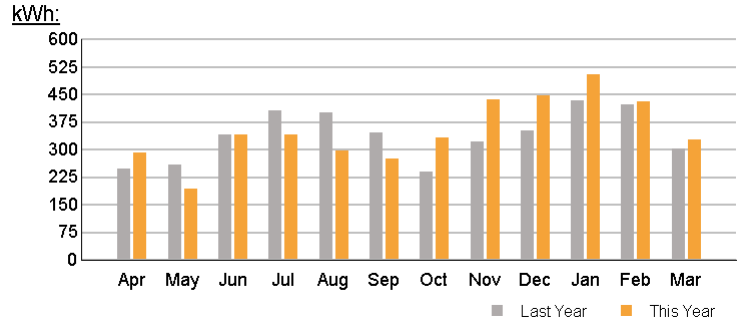
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Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	333	11	29	40
Last Month	438	15	29	42
Same Month Last Year	308	11	29	41



Average Monthly Usage for the last 12 months: 358 kWh  
Total Annual Usage for the last 12 months: 4291 kWh

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

Phone: 412-393-7100

Billing and meter reading details on page 3

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

A late charge of 1.25% may be assessed after 2023-04-18



Account # [REDACTED] 0-000

Due Date	Amount Due
04/18/2023	\$79.22

\$ [REDACTED]

USD Amount Enclosed

CRAIG D MURPHY  
117 FRIENDSHIP AVE  
DUQUESNE PA 15110-1807

Please mail payment to:

DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH PA 15250-7324



General Information

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

Online: www.DuquesneLight.com

Phone: 412-393-7100 TTY Users: 711

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

Billing and Service Options

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- 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

Dollar Energy Fund

Give to Dollar Energy Fund to help people in our community without heat or light. There are several easy ways to donate and your gift is tax deductible.

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Online: Visit www.DuquesneLight.com and select "Payment Options" from the Account & Billing menu

Phone: 412-393-7100

Mail: Sign up below to add a monthly pledge to your bill or make a one-time donation by mailing a check to:

Duquesne Light Hardship Fund Donations
Dept 15-1
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942

Understanding Your Bill

- Customer Charge - A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.
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DLC Charges - Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
Kilowatt-Hour (kWh) - The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10, 100-watt light bulbs left on for one hour.
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Supply Charges - Basic service charges for generation supply to retail customers.
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Customer Assistance Program (CAP)

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Autopay advertisement graphic with text: AUTOPAY SAVES YOU TIME AND MONEY. WITH NOTHING TO MAIL, NO CHECKS TO WRITE, AND NO STAMPS TO BUY - AUTOPAY SAVES YOU VALUABLE TIME AND MONEY. YOUR MONTHLY PAYMENT IS AUTOMATICALLY DEDUCTED FROM YOUR BANK ACCOUNT ON THE DUE DATE. ENROLL AT: DUQUESNELIGHT.COM/AUTOPAY

Dollar Energy Fund

Monthly Pledge:

- \$1.00
\$2.00
Other: \$\_\_\_\_.00



**Account Detail**

117 FRIENDSHIP AVE

Supplier Agreement ID: [REDACTED]

**Meter Reading Usage Information**

Meter Number	F74146765
Present 03/28/2023 Act	26,978.4690
Prior 02/27/2023 Act	26,645.2920
Difference	333.1770
Your Meter Multiplier	1
Total kWh Used	333.1770

**Current Bill Details**

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1125 / kWh	
<b>DLC Charges</b>		<b>\$41.71</b>
Customer Charge		\$12.50
Distribution	333.1770 kWh@ \$0.087933	\$29.30
DSIC Surcharge	-0.08%	-\$0.03
Pennsylvania Tax Adjustment		-\$0.06
		-----
<b>Supply Charges</b>		<b>\$37.51</b>
Supply	333.1770 kWh@ \$0.088349	\$29.44
Transmission	333.1770 kWh@ \$0.024211	\$8.07
		-----

**Total kWh Used 333.1770**

**Service Charges \$79.22**

**Shopping and Supplier Information**

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

**Supplier Agreement ID:** [REDACTED]  
**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.
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- Sign up for AutoPay and learn about other convenient payment options by visiting [DuquesneLight.com](http://DuquesneLight.com)
- Estimated Gross Receipts Tax of \$4.67 and Estimated PA State Tax of \$5.39 are included in your rates.

REDACTED



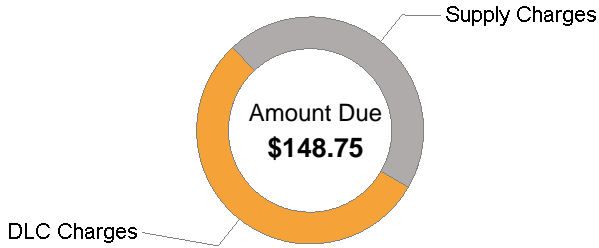
CRAIG D MURPHY  
117 FRIENDSHIP AVE

Account # [REDACTED] 0-000

Due Date	Amount Due
05/18/2023	\$148.75

Bill Summary

Bill ID: 339529043734 Date Prepared: 04/27/2023



Previous Account Balance	\$398.68
Payment(s) Received	\$0.00
<b>Balance Forward</b>	<b>\$398.68</b>
Disputed Charges	-\$319.46
<b>Active Account Balance</b>	<b>\$79.22</b>
DLC Charges	\$38.05
Supply Charges	\$31.48
<b>AMOUNT DUE BY 05/18/2023</b>	<b>\$148.75</b>

Message Center

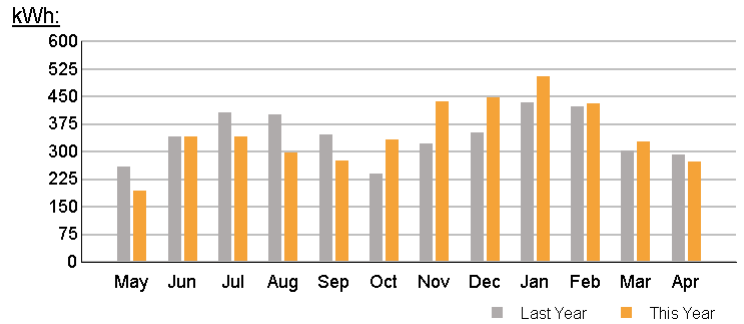
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Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	280	9	30	50
Last Month	333	11	29	41
Same Month Last Year	298	10	30	50



Average Monthly Usage for the last 12 months: 356 kWh  
Total Annual Usage for the last 12 months: 4273 kWh

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

Phone: 888-393-7100

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 2023-05-18



Account # [REDACTED] 0-000

Due Date	Amount Due
05/18/2023	\$148.75

\$ [REDACTED]

USD Amount Enclosed

CRAIG D MURPHY  
117 FRIENDSHIP AVE  
DUQUESNE PA 15110-1807

Please mail payment to:

DUQUESNE LIGHT COMPANY  
PO BOX 371324  
PITTSBURGH PA 15250-7324



General Information

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Online: www.DuquesneLight.com

Phone: 888-393-7100 TTY Users: 711

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

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- Phone: 888-393-7100 TTY Users: 711
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Start/Stop Service - If you're moving and need to have your service turned on or off, you must call Customer Service at 888-393-7100 or visit our website
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Duquesne Light Hardship Fund Donations
Dept 15-1
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942

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Dollar Energy Fund

Monthly Pledge:

- \$1.00
\$2.00
Other: \$\_\_\_\_.00



For instant info on your DLC bill ...
Text "BILL" to 898352 (TXTDLC)
Image of a smartphone showing a text message from 898352: "BILL Amount Due \$78.78. Bill Due Date: March 28, 2023. Pay at bit.ly/ZZWQEW's"

**Account Detail**

117 FRIENDSHIP AVE

Supplier Agreement ID: [REDACTED]

**Meter Reading Usage Information**

Meter Number	F74146765
Present 04/27/2023 Act	27,258.1310
Prior 03/28/2023 Act	26,978.4690
Difference	279.6620
Your Meter Multiplier	1
Total kWh Used	279.6620

**Current Bill Details**

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1125 / kWh	
<b>DLC Charges</b>		<b>\$38.05</b>
Customer Charge		\$12.50
Distribution	279.6620 kWh @ \$0.087933	\$24.59
DSIC Surcharge	0.05%	\$0.02
Pennsylvania Tax Adjustment		-\$0.05
Late Payment Charge		\$0.99
		-----
<b>Supply Charges</b>		<b>\$31.48</b>
Supply	279.6620 kWh @ \$0.088349	\$24.71
Transmission	279.6620 kWh @ \$0.024211	\$6.77
		-----

**Total kWh Used 279.6620**

**Service Charges \$69.53**

**Shopping and Supplier Information**

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

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**Rate Schedule:** RS-Residential Service

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**Additional Notifications**

- A change in the Distribution System Improvement Charge, effective April 1, will increase your monthly bill by about \$0.08, or less than 1%.
- 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.
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- Join our Budget Plan for consistent bills at [DuquesneLight.com/budget](http://DuquesneLight.com/budget). If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.
- Sign up for AutoPay and learn about other convenient payment options by visiting [DuquesneLight.com](http://DuquesneLight.com)
- Your bill contains \$4.05 in estimated PA State Taxes, of which \$4.66 is PA Gross Receipts Tax.



General Information

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

Online: www.DuquesneLight.com

Phone: 888-393-7100 TTY Users: 711

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

Billing and Service Options

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Start/Stop Service - If you're moving and need to have your service turned on or off, you must call Customer Service at 888-393-7100 or visit our website
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Mail: Sign up below to add a monthly pledge to your bill or make a one-time donation by mailing a check to:

Duquesne Light Hardship Fund Donations
Dept 15-1
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942

Understanding Your Bill

- Customer Charge - A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses.
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.
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.

NEW: Make a payment at your local Walmart! Provide your DLC bill & use code WMBP.



Dollar Energy Fund

Monthly Pledge:

- Input boxes for \$1.00, \$2.00, and Other: \$\_\_\_\_.00



**Account Detail**

117 FRIENDSHIP AVE

Supplier Agreement ID: [REDACTED]

**Meter Reading Usage Information**

Meter Number	F74146765
Present 05/29/2023 Act	27,501.8020
Prior 04/27/2023 Act	27,258.1310
Difference	243.6710
Your Meter Multiplier	1
Total kWh Used	243.6710

**Current Bill Details**

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1125 / kWh	
<b>DLC Charges</b>		<b>\$35.74</b>
Customer Charge		\$12.50
Distribution	243.6710 kWh@ \$0.087933	\$21.43
DSIC Surcharge	0.05%	\$0.02
Pennsylvania Tax Adjustment		-\$0.05
Late Payment Charge		\$1.84
		-----
<b>Supply Charges</b>		<b>\$27.43</b>
Supply	243.6710 kWh@ \$0.088349	\$21.53
Transmission	243.6710 kWh@ \$0.024211	\$5.90
		-----

**Total kWh Used 243.6710**

**Service Charges \$63.17**

**Shopping and Supplier Information**

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

**Supplier Agreement ID:** [REDACTED]  
**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)
- **YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.**
- Join our Budget Plan for consistent bills at [DuquesneLight.com/budget](http://DuquesneLight.com/budget). If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.
- Sign up for AutoPay and learn about other convenient payment options by visiting [DuquesneLight.com](http://DuquesneLight.com)
- Your bill contains \$3.62 in estimated PA State Taxes, of which \$4.18 is PA Gross Receipts Tax.