



Exhibit H	70	78
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Past Due Notice

Exhibit I	94	122
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Customer Assistance Program Agreement

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**DUQUESNE LIGHT COMPANY'S**  
**EXHIBIT "A"**  
Docket No. C-2023-3038703

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**Duquesne Light Company - Statement Of Account**

Prepared: August 1, 2023

Page: 1 of 4

Account #:	[REDACTED]
Name:	KOGER SR,TODD

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

Premise ID	Service Address
4536420314	515 KELLY AVE, PITTSBURGH, PA 15221

**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
11/22/20	11/22/20	Bill - Actual	4536420314	12/14/20	11/21/20	10	70,270.26	144.34	\$21.67	\$21.67	\$21.67	\$21.67
11/25/20	12/03/20	Transfer Adjustment - Printed							\$1,984.74	\$2,006.41	\$1,984.74	\$2,006.41
11/27/20	12/03/20	Dispute							-\$1,984.74	\$21.67	\$0.00	\$2,006.41
12/03/20	12/03/20	Dispute - Cancel Transaction							\$1,984.74	\$2,006.41	\$0.00	\$2,006.41
12/03/20	12/03/20	Bill - Actual	4536420314	12/24/20	11/27/20	6	70,350.24	79.97	\$12.20	\$2,018.61	\$12.20	\$2,018.61
12/03/20	12/22/20	Transfer Adjustment							-\$2,018.61	\$0.00	-\$2,018.61	\$0.00
12/22/20	12/22/20	Bill - Actual	4536420314	01/12/21	12/21/20	24	70,685.52	335.28	\$50.52	\$50.52	\$50.52	\$50.52
01/25/21	01/25/21	Bill - Actual	4536420314	02/15/21	01/25/21	35	71,201.96	516.44	\$73.66	\$124.18	\$73.66	\$124.18
02/23/21	02/23/21	Bill - Actual	4536420314	03/16/21	02/23/21	29	71,696.19	494.22	\$72.38	\$196.56	\$72.38	\$196.56
03/24/21	03/24/21	Bill - Actual	4536420314	04/14/21	03/24/21	29	72,282.64	586.46	\$83.47	\$280.03	\$83.47	\$280.03
04/25/21	04/25/21	Bill - Actual	4536420314	05/17/21	04/25/21	32	72,832.87	550.22	\$79.41	\$359.44	\$79.41	\$359.44
04/28/21	05/24/21	Payment - Grant LIHEAP Crisis							-\$196.56	\$162.88	-\$196.56	\$162.88
05/24/21	05/24/21	Bill - Actual	4536420314	06/14/21	05/24/21	29	73,364.21	531.34	\$83.78	\$246.66	\$83.78	\$246.66
06/07/21	06/23/21	Payment - Grant LIHEAP Cash							-\$853.00	-\$606.34	-\$853.00	-\$606.34
06/23/21	06/23/21	Bill - Actual	4536420314	07/14/21	06/23/21	30	74,028.40	664.20	\$105.05	-\$501.29	\$105.05	-\$501.29
07/25/21	07/25/21	Bill - Actual	4536420314	08/16/21	07/25/21	32	74,791.47	763.07	\$120.04	-\$381.25	\$120.04	-\$381.25



## Duquesne Light Company - Statement Of Account

Prepared: August 1, 2023

Page: 2 of 4

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
08/23/21	08/23/21	Bill - Actual	4536420314	09/13/21	08/23/21	29	75,394.22	602.75	\$97.58	-\$283.67	\$97.58	-\$283.67
09/22/21	09/22/21	Bill - Actual	4536420314	10/13/21	09/22/21	30	75,927.99	533.77	\$87.92	-\$195.75	\$87.92	-\$195.75
10/21/21	10/21/21	Bill - Actual	4536420314	11/11/21	10/21/21	29	76,472.03	544.05	\$89.37	-\$106.38	\$89.37	-\$106.38
11/21/21	11/21/21	Bill - Actual	4536420314	12/13/21	11/21/21	31	77,310.30	838.27	\$121.92	\$15.54	\$121.92	\$15.54
12/06/21	12/21/21	Payment							-\$15.54	\$0.00	-\$15.54	\$0.00
12/21/21	12/21/21	Bill - Actual	4536420314	01/11/22	12/21/21	30	79,233.50	1,923.20	\$260.89	\$260.89	\$260.89	\$260.89
01/24/22	01/24/22	Bill - Actual	4536420314	02/14/22	01/24/22	34	83,679.04	4,445.54	\$598.65	\$859.54	\$598.65	\$859.54
02/22/22	02/22/22	Bill - Actual	4536420314	03/15/22	02/22/22	29	87,592.80	3,913.76	\$569.79	\$1,429.33	\$569.79	\$1,429.33
03/02/22	03/23/22	Payment - Grant LIHEAP Cash							-\$990.00	\$439.33	-\$990.00	\$439.33
03/23/22	03/23/22	Bill - Actual	4536420314	04/13/22	03/22/22	28	90,462.65	2,869.85	\$421.14	\$860.47	\$421.14	\$860.47
04/24/22	04/24/22	Bill - Actual	4536420314	05/16/22	04/24/22	33	93,007.30	2,544.65	\$374.75	\$1,235.22	\$374.75	\$1,235.22
04/29/22	05/23/22	Reconnect Fee							\$20.00	\$1,255.22	\$20.00	\$1,255.22
05/20/22	05/23/22	Dispute							-\$1,235.22	\$20.00	\$0.00	\$1,255.22
05/23/22	05/23/22	Bill - Actual	4536420314	06/13/22	05/23/22	29	94,264.19	1,256.89	\$202.17	\$222.17	\$202.17	\$1,457.39
05/25/22	06/22/22	Payment - Grant LIHEAP Crisis							-\$1,200.00	-\$977.83	-\$1,200.00	\$257.39
05/26/22	06/22/22	Dispute - Cancel Transaction							\$1,235.22	\$257.39	\$0.00	\$257.39
06/12/22	06/22/22	Payment							-\$222.17	\$35.22	-\$222.17	\$35.22
06/22/22	06/22/22	Bill - Actual	4536420314	07/13/22	06/22/22	30	94,886.87	622.67	\$113.18	\$148.40	\$113.18	\$148.40
07/24/22	07/24/22	Payment							-\$55.00	\$93.40	-\$55.00	\$93.40
07/24/22	07/24/22	Bill - Actual	4536420314	08/15/22	07/24/22	32	95,382.88	496.01	\$94.26	\$187.66	\$94.26	\$187.66
08/17/22	08/23/22	Payment - Grant LIHEAP Suppl							-\$250.00	-\$62.34	-\$250.00	-\$62.34
08/22/22	08/23/22	Bill - Actual	4536420314	09/13/22	08/22/22	29	95,942.60	559.73	\$104.77	\$42.43	\$104.77	\$42.43



## Duquesne Light Company - Statement Of Account

Prepared: August 1, 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
09/05/22	09/22/22	Payment							-\$42.43	\$0.00	-\$42.43	\$0.00
09/22/22	09/22/22	Bill - Actual	4536420314	10/13/22	09/22/22	31	96,599.29	656.69	\$120.76	\$120.76	\$120.76	\$120.76
10/23/22	10/23/22	Bill - Actual	4536420314	11/14/22	10/23/22	31	98,187.35	1,588.06	\$274.29	\$395.05	\$274.29	\$395.05
11/21/22	11/21/22	Bill - Actual	4536420314	12/12/22	11/21/22	29	99,901.22	1,713.87	\$281.65	\$676.70	\$281.65	\$676.70
12/14/22	12/21/22	Payment - Grant LIHEAP Cash							-\$1,000.00	-\$323.30	-\$1,000.00	-\$323.30
12/21/22	12/21/22	Bill - Actual	4536420314	01/11/23	12/21/22	30	2,463.45	2,562.23	\$439.65	\$116.35	\$439.65	\$116.35
01/24/23	01/24/23	Bill - Actual	4536420314	02/14/23	01/24/23	34	5,323.42	2,859.97	\$517.34	\$633.69	\$517.34	\$633.69
02/22/23	02/22/23	Bill - Actual	4536420314	03/15/23	02/22/23	29	7,916.43	2,593.01	\$474.53	\$1,108.22	\$474.53	\$1,108.22
03/01/23	03/23/23	Payment - Grant LIHEAP Suppl							-\$150.00	\$958.22	-\$150.00	\$958.22
03/22/23	03/23/23	Payment - Grant LIHEAP Crisis							-\$633.69	\$324.53	-\$633.69	\$324.53
03/23/23	03/23/23	Dispute							-\$324.53	\$0.00	\$0.00	\$324.53
03/23/23	03/23/23	Bill - Actual	4536420314	04/13/23	03/23/23	29	10,011.85	2,095.42	\$385.86	\$385.86	\$385.86	\$710.39
04/24/23	04/24/23	Bill - Actual	4536420314	05/15/23	04/24/23	32	11,665.65	1,653.80	\$307.34	\$693.20	\$307.34	\$1,017.73
05/01/23	05/23/23	Payment							-\$100.00	\$593.20	-\$100.00	\$917.73
05/12/23	05/23/23	Dispute - Cancel Transaction							\$324.53	\$917.73	\$0.00	\$917.73
05/17/23	05/23/23	Payment - Grant DEF							-\$459.00	\$458.73	-\$459.00	\$458.73
05/17/23	05/23/23	Dollar Energy Fund							-\$459.00	-\$0.27	-\$459.00	-\$0.27
05/23/23	05/23/23	Bill - Actual	4536420314	06/13/23	05/23/23	29	13,081.66	1,416.01	\$276.54	\$276.27	\$276.54	\$276.27
06/14/23	06/22/23	Payment							-\$40.00	\$236.27	-\$40.00	\$236.27
06/22/23	06/22/23	Change Frozen Arrearage Amount Due							-\$236.27	\$0.00	\$0.00	\$236.27



## Duquesne Light Company - Statement Of Account

Prepared: August 1, 2023

Page: 4 of 4

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
06/23/23	06/22/23	Bill - Actual	4536420314	07/13/23	06/22/23	30	14,042.89	961.23	\$178.12	\$178.12	\$178.12	\$414.39
06/23/23	06/22/23	CAP Billing Credits							-\$138.12	\$40.00	-\$138.12	\$276.27
06/23/23	06/22/23	CAP Write-Off Frozen Arrearage							\$0.00	\$40.00	-\$6.57	\$269.70
07/16/23	07/19/23	Payment							-\$40.00	\$0.00	-\$40.00	\$229.70
07/19/23	07/19/23	Billing - Cancel Transaction	4536420314	07/13/23	06/22/23	30	14,042.89	961.23	-\$178.12	-\$178.12	-\$178.12	\$51.58
07/19/23	07/19/23	CAP Billing Credits - Cancel Transaction							\$138.12	-\$40.00	\$138.12	\$189.70
07/19/23	07/19/23	Bill - Actual	4536420314	08/09/23	06/22/23	30	14,042.89	961.23	\$181.23	\$141.23	\$181.23	\$370.93
07/19/23	07/19/23	CAP Billing Credits							-\$141.23	\$0.00	-\$141.23	\$229.70
07/19/23	07/19/23	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$6.57	\$223.13
07/24/23	07/24/23	Bill - Actual	4536420314	08/14/23	07/24/23	32	14,865.46	822.57	\$158.50	\$158.50	\$158.50	\$381.63
07/24/23	07/24/23	CAP Billing Credits							-\$118.50	\$40.00	-\$118.50	\$263.13

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**DUQUESNE LIGHT COMPANY'S**  
**EXHIBIT "B"**  
Docket No. C-2023-3038703

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



TODD KOGER ST  
ACCOUNT # [REDACTED]

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<b>TYPE:</b>	Company-Issued Payment Arrangement (CAP)
<b>INITIATION DATE:</b>	06/22/23
<b>ACCOUNT BALANCE:</b>	\$236.27
<b>TERMS:</b>	6% of income CAP minimum \$40 per month
<b>COMPLIANCE:</b>	Yes

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**DUQUESNE LIGHT COMPANY'S**  
**EXHIBIT "F"**  
Docket No. C-2023-3038703

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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 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



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- 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.
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- 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.
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Monthly Income at 250% of Federal Poverty Level: 2023				
Household Size	1	2	3	4
Monthly Income	\$3,038	\$4,108	\$5,179	\$6,250

Add \$1,070 for each additional household member



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Household Size	1	2	3	4
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- 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

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**DUQUESNE LIGHT COMPANY'S**  
**EXHIBIT "H"**  
Docket No. C-2023-3038703

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**DUQUESNE LIGHT COMPANY'S**  
**EXHIBIT "I"**  
Docket No. C-2023-3038703

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**Customer Assistance Program (CAP) Agreement**  
*Universal Services*  
*1-888-393-7600*

**CAP Case Manager:**

**Customer Name:**

**Customer Service Address:**

**Date of Visit:**

**CAP Enrollment**

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

To enroll into the program, you will need to provide the below:

- Proof of Income and ID are required for all household occupants.
  - *Minor income is not included in the household calculation; however, once the minor turns eighteen the income will be recalculated. You will receive a letter with the information prior to the update.*
- Income must be provided for all members of the household (this could be a pay stub, W-2, Social Security Award letter, etc.)
- Income verification must reflect the most recent 30-day period
- If you claim zero income, you must complete a zero income form which can be found at [Payment Assistance | Duquesne Light Company](#). If you do not have access to the internet, please reach out to a CAP office nearest you to obtain one.

**Program Benefits**

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

## Your Responsibilities

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

## CAP Billing/Payment

### **CAP Payment Amount (CPA)**

Once enrolled into the program, you will be required to pay a percentage based on your household occupancy, income, and type of service.

### **Frozen Arrearage Forgiveness**

At the time of new CAP enrollment, any debt owed to Duquesne Light will be frozen and placed into your frozen arrearage balance. With each full payment, 1/36<sup>th</sup> of your frozen arrearage amount will be forgiven. If all payments are made in full, your original debt at time of enrollment will be completely forgiven after three years. Please note, if the frozen arrearage has not been written off at time of default, **you will be responsible for the remaining amount due.**

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

The difference between your CAP Payment Amount (CPA) and your actual usage is known as your deficiency.

### **CAP Maximum**

Depending on your heat source and percentage of income plan, you will be allotted a maximum amount of credits per year. You will be able to monitor the amount of credits remaining on your bill, using the thermometer. Once you exceed these credits, you will be required to pay your actual billed usage until your annual CAP discount reset date (see example below)

Account Balances	
<b>Customer Assistance Program (CAP)</b>	
Annual CAP Discount Reset Date	06/29/2021
Maximum Annual CAP Discount	\$900.00
Annual CAP Discount Used to Date	-\$37.10
Remaining CAP Discount	\$862.90
<b>Total Account Balance</b>	
Last Account Balance	\$175.07
Account Adjustments	\$0.00
Payments received	\$0.00
Current service charges	\$79.55
Debt forgiven	\$0.00
CAP discount applied	-\$18.55
Total Account balance	\$236.07
<b>Total Used \$37.10</b>	

### **Debt Forgiveness**

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

You may be eligible for an exception to your maximum credits if any of the following apply:

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

### ***CAP Bill***

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

### ***CAP Recertification***

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

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

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

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

1. During the collection process, a customer must pay all their missed CAP payments to maintain active service.
2. If your service is terminated, you must pay all missed CAP payments plus the reconnection fee to turn service back on and remain in the program.
3. If your service is terminated and you do not seek restoration of service for more than 30 days after termination, you must re-apply for CAP.
4. If you do not complete a Smart Comfort (LIURP) visit and are requested to do so, you will be defaulted from the CAP program.

5. If you fail to provide updated household information or updated household income when requested, the account will be defaulted from the CAP program.
6. If you are found to have greater income than what was originally reported (i.e. - by means of a received PUC complaint, Federal Bankruptcy Court filing or other reputable source), you will be defaulted from the CAP program and will be ineligible to re-enroll for one year.
7. If you have been defaulted from CAP for over a year and seek reinstatement into the program, you will owe your full pay off balance less any frozen arrearage multiplied by your CAP percentage at time of default.
8. If any fraudulent activity is found on your account (i.e., theft, tampering, material misrepresentation), you will be defaulted and unable to re-enroll for one year.

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

At the time of enrollment, you may be required to schedule a smart comfort visit if your usage would cause you to exceed your CAP billing credits prior to your reset date every year. If required, a representative from CLEAResult will contact you to schedule a time and date for the visit. If there is anything preventing you from completing a smart comfort visit, please notify CLEAResult as soon as possible.

If you have questions about your Smart Comfort visit or need to reschedule, please call: **1-866-787-5237, option #1.**

### ***Dollar Energy Fund***

The Dollar Energy Fund program opens October 1<sup>st</sup> for households who have had their electric service terminated or are in threat of termination. You may be eligible to receive a grant of up to \$2,000 toward your electric bill if the below requirements are met:

- Paid at least \$50 toward your utility bill within the last 90 days.
- Provide proof of your monthly household income (Federal Income Guidelines apply)
- Provide the Social Security numbers for all members of your household
- Have a residential account

This is a grant and does not have to be paid back once applied to your account.

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

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

The Low-Income Home Energy Assistance Program (LIHEAP) is a federal program administered by the Department of Human Services. The program opens the beginning of November and closes at the end of

April (unless an extension is granted.) Households can apply for LIHEAP Cash and LIHEAP Crisis benefits if eligible.

**LIHEAP Cash Grants**

Cash grants help families pay their heating bills. The one-time payment is sent directly to the utility company or fuel provider, and it will be credited on the bill. (In some cases, the check may be mailed to the customer directly.) Cash grants range from \$300-\$1000 and are based on household size, income, and fuel type.

*How to Apply:*

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

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

Downloading the LIHEAP application form at the Department of Public Welfare's website at <https://www.dhs.pa.gov/Services/Assistance/Pages/LIHEAP.aspx>. Look for the LIHEAP application under the 'How to Apply' section under 'On paper.'

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

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

**LIHEAP Crisis Grants**

Crisis grants may be available if you have an emergency and are in jeopardy of losing your heat. You can also request the crisis grant to be divided between utilities, in the event of an emergency with both gas and electric.

Emergency situations include:

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

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

To apply for LIHEAP, you will need:

- Names of people in your household
- Dates of birth for all household members

- Social Security Numbers for all household members
- Proof of income for all household members
- A recent heating bill

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

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

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

### **Other Assistance**

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

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

Programs available include:

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

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

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

Customer Assistance Programs are also offered by other utilities in the area, if you would like to see if you qualify and/or apply for a program, please contact the utility in your area.

- Peoples Natural Gas: 1-800-400-WARM (9276)
  - Columbia Gas: 1-800-537-7431.
  - Pennsylvania Water and Sewer Authority: 412-255-2475
- 

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

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

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

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

**CAP Reinstatement Agreement:**

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

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

I acknowledge my first Duquesne Light bill CAP will include \$ \_\_\_\_\_ plus the current CAP Payment Amount (CPA).

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