



FORMAL COMPLAINT - FILLABLE FORM

Filing this form begins a legal proceeding and you will be a party to the case. If you do not wish to be a party to the case, consider filing an informal complaint.



Please complete this fillable form.

1. CUSTOMER (COMPLAINANT) INFORMATION

Provide your contact information and utility account number. *It is your responsibility to update the PUC with any changes to your address and to where you want documents sent to you.*

Name Desiree Dyer

Street/P.O. Box 362 Cline Street Apt# _____

City Pittsburgh, State PA Zip 15112

County Allegheny

Telephone Number(s) Where We Can Contact You During the Day:
 Home: 4015101754 Mobile: 4458956395

Email Address lessetonLyer2223@yahoo.com

Utility Account Number (from your bill) 2449-860-000

If your complaint involves utility service provided to a different address or in a different name than your mailing address, please list this information below.

Name _____

Street/P.O. Box _____ Apt# _____

City _____ State _____ Zip _____

2. NAME OF UTILITY OR COMPANY (RESPONDENT)

Provide the full name of the utility or company about which you are complaining. The name of your utility or company is on your bill.

Duquense Light Company

3. TYPE OF UTILITY SERVICE

Check the box listing the type of utility service that is the subject of your complaint (check only one):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Electric | <input type="checkbox"/> Storm Water |
| <input type="checkbox"/> Gas | <input type="checkbox"/> Steam Heat |
| <input type="checkbox"/> Water | <input type="checkbox"/> Motor Carrier (taxi, moving company, limo) |
| <input type="checkbox"/> Wastewater/Sewer | <input type="checkbox"/> Telephone/Telecommunications (local, long distance) |

Note: The PUC does not regulate high-speed internet service, cell phones or cable TV.

4. REASON FOR COMPLAINT

What kind of problem are you having with the utility or company?

Check all boxes below that apply and state the reason for your complaint. Explain specifically what you believe the utility or company has done wrong. Provide relevant details including dates, times and places and any other information that may be important. If the complaint is about billing, tell us the amount you believe is not correct. Use additional paper if you need more space. **Your complaint may be dismissed without a hearing if you do not provide specific information.**

- The utility is threatening to shut off my service or has already shut off my service.
- I would like a payment agreement.
- Incorrect charges are on my bill. Provide dates that are important and an explanation about any amounts or charges that you believe are not correct. Attach a copy of the bill(s) in question if you have them.
- I am having a reliability, safety or quality problem with my utility service. Explain the problem, including dates, times or places and any other relevant details that may be important.
- Other (explain). If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

Information attached on page 9

5. REQUESTED RELIEF

How do you want your complaint to be resolved?

Explain what you want the PUC to order the utility or company to do. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering.

I would like a an explanation of why I have to pay \$300.00 every month and I am on disability.

Note: The PUC can decide that a customer was not billed correctly and can order billing refunds. The PUC can also fine a utility or company for not following rules and can order a utility or company to correct a problem with your service. Under state law, the PUC cannot decide whether a utility or company should pay customers for loss or damages. Damage claims may be sought in an appropriate civil court.

6. PROTECTION FROM ABUSE (PFA)/DOMESTIC VIOLENCE

Has a court granted you a PFA order or any other order which provides clear evidence of domestic violence against you that is currently in effect for your personal safety or welfare? The PUC needs this information to properly process your complaint so that your identity is not made public.

Has a court granted a PFA order or any other order for your personal safety or welfare?

Yes If your answer is “yes,” attach a copy of the current PFA order to this Formal Complaint form. *Due to the confidential nature of the PFA, you cannot eFile your Formal Complaint. You will need to print out this form and mail it to the Secretary of the Commission.*

No

Note: You **MUST** answer this question if your complaint is against a natural gas distribution utility, an electric distribution utility or a water distribution utility AND your complaint is about a problem involving billing, a request to receive service, a security deposit request, termination of service or a request for a payment agreement.

7. PRIOR UTILITY CONTACT

a. Is this an appeal from a decision of the PUC's Bureau of Consumer Services (BCS)?

Yes

No

Note: If you answered yes, move to Section 8. No further contact with the utility or company is required. If you answered no, answer the question in Section 7 b. and answer the question in Section 7 c. if relevant.

b. If this is not an appeal from a BCS decision, have you spoken to a utility or company representative about this complaint?

Yes

No

Note: You **MUST** contact the utility first if (1) you are a residential customer, (2) your complaint is against a natural gas distribution utility, an electric distribution utility or a water or wastewater utility AND (3) your complaint is about a billing problem, a service problem, a termination of service problem, or a request for a payment agreement.

c. If you tried to speak to a utility company representative about your complaint but were not able to do so, please explain why. If you need additional space, use the space provided on Page 9. Please indicate the number of the question that you are answering."

I called several time inquiring about this high bill and the utility company gave me the run-around about why the bill is so high.

Note: Even if you are not required to contact the utility or company, you should always try to speak to a utility or company representative about your problem before you file a Formal Complaint with the PUC.

8. TWO OPTIONS TO FILE YOUR FORMAL COMPLAINT — CHOOSE ONE

OPTION 1

Electronically by eFile

One option is to create an account on the PUC's eFiling system, or, use your existing eFiling account. **This is the quickest and easiest way to receive, file and submit documents.**

eFiling permits consumers, utilities and attorneys to file certain documents electronically with the PUC without filing paper copies, serve documents electronically on other parties if they agree to such service, and to receive electronic service of documents from the PUC.

You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method, you will electronically receive documents.

Visit <https://efiling.puc.pa.gov/> to learn more and create an eFiling account.

You will automatically receive eService with your eFiling account.

OPTION 2

Mail

Mail the completed form with your original signature and any attachments to this address and retain the tracking information as proof of submission:

**Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, Pennsylvania 17120**

If you select the option to mail your formal complaint, you are required to select the method by which you would like the PUC to communicate with you. You must choose one of the three options on the next page for ways you would like to receive documents.

9. THREE OPTIONS TO RECEIVE DOCUMENTS — CHOOSE ONE

It is **REQUIRED** to select **ONE** of the following options for receiving all hearing notices, orders and related documents from the PUC:

OPTION 1

eFILING: This is the **quickest and easiest way to receive all documents**. You agree to open and use an eFiling account - free of charge through the PUC's website. By selecting this method you will electronically receive documents. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

You will automatically receive eService with your eFiling account.

OPTION 2

FIRST CLASS MAIL: You agree to receive all documents by First Class Mail (using the address you provided on Page 1).

Check the box and initial here _____ if you are selecting **FIRST CLASS MAIL** service.

OPTION 3

EMAIL: You agree to receive all documents by email (using the email address you provided on page 1). Keep in mind, you will only be able to **receive documents** by email from the PUC. You will not be able to email documents to the Commission.

To **file documents**, you must submit them through an eFiling account or mail them. To create an eFiling account, visit <https://efiling.puc.pa.gov/>.

Check the box and initial here DD if you are selecting **EMAIL** service.

Please Note: It is important to select **ONE** of the three options above.

IF AN OPTION IS NOT SELECTED, THIS MAY DELAY THE PROCESSING OF YOUR COMPLAINT.

10. LEGAL REPRESENTATION

If you are filing a **Formal Complaint as an individual on your own behalf**, you are **NOT** required to have a lawyer. You may represent yourself at the hearing.

If you are already represented by a lawyer **in this matter**, provide your lawyer's contact information, which is required. Please make sure your lawyer is aware of your complaint. If represented by a lawyer, both you and your lawyer must be present at your hearing.

Lawyer's Name _____
Street/P.O. Box _____ Apt# _____
City _____ State _____ Zip _____
Area Code/Phone Number _____
Email Address _____

Note: Corporations, associations, partnerships, limited liability companies and political subdivisions are **required** to have a lawyer represent them at a hearing **and** to file any motions, answers, briefs or other legal pleadings.

11. VERIFICATION AND SIGNATURE

You must sign and date your complaint. If you eFile your complaint, you must print or type your name in the box provided below. Date the form. The PUC's eFiling system will accept an electronic signature. The eFiling system **will not accept** a complaint form without a signature and date.

Verification:

I, Desiree Dyer, **hereby state that the facts above set forth are true and correct (or are true and correct to the best of my knowledge, information and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. § 4904 (relating to unsworn falsification to authorities).**

Desiree Dyer
(Signature of Complainant)

5/2/24
(Date)

Title of authorized employee or officer (only applicable to corporations, associations, partnerships, limited liability companies or political subdivisions)

Note: If the Complainant is a corporation, association, partnership, limited liability company or political subdivision, the verification **must** be signed by an authorized officer or authorized employee. If the Formal Complaint is **not signed** by one of these individuals, the PUC **will not accept it**.

APPEALING A BCS DECISION?

If you are appealing a BCS decision: follow the directions in the cover letter you received from the PUC Secretary's Bureau with the formal complaint form. **ONLY** formal complaints appealing a BCS decision can be filed by fax, email or overnight delivery to meet filing deadlines. **All other formal complaints MUST be eFiled or mailed.**

QUESTIONS?

If you have any questions about filling out this form, please contact the **Secretary's Bureau at 717-772-7777.**

REMINDERS

- **Save and keep a copy of your Formal Complaint for your records.**
- **You may add any additional information, such as copies of bills, as one (1) separate attachment to your complaint.**
- **To protect your personal information, please know that your complaint form and the utility's answer will not be published to the PUC's website.**
- **Check the Consumer Complaints Procedures Guide for checklists and tips to help you successfully follow the complaint-filing process.**
(<https://www.puc.pa.gov/media/1492/consumer-complaints-procedures-guide-2021.pdf>)
- **Once your complaint case moves to the PUC's Office of Administrative Law Judge, any filings you make should be marked **confidential** if you do not want them published to the website.**

ADDITIONAL SPACE (IF NEEDED)

Office of Human Resource, Title VI Program Coordinator Pennsylvania Public Utility Commission 400 North Street, 3rd Floor Harrisburg, PA 17120 was notified and I filed a claim This letter is about the informal complaint filed with the Pennsylvania Public Utility Commission's (PUC) Bureau of Consumer Services (BCS) on 12/15/2023 against Duquesne Light Company in which I have asked the PUC to investigate. Lisa Coley the Investigator have received the company report and she emailed me stating that I need to contact her within 10 days of the date of the letter only to harass abuse and mistreat me all over a Duquesne Light bill that was paid in full or paid every month. Attached are initial documents such as (copies of notes, letters, bills, or shut-off notices, etc.), December 14, 2023 Duquesne Light Company sent me a letter letting me know that my electric bill is now past /05/2023 due right after I paid them and encourage me to promptly pay an overdue bill that i was kind of reluctant as to why I was given the bill in the first place. ony because I had just sent them a previous \$300. 00 payment However on 10/31 a payment was made of \$180.00 the dispute charges was in a balance of\$ 656.00 new acount balance was in the amount of \$279.00 and there was an amount of \$484.00 was due on 12/05/2023 have of the amount was paid. I have also received and attached the bills \$484.01 I listened to her she also said thats why I had to pay the \$897.48 for 1/04/2024 I began to tell her thats thats not true I pay my bill every month. Investigator Lisa Coley began to yell about the fact that I never payed Duquesne Light any amont on the \$484.01 bill and I tried to de-escalated the conversation by telling her to please lower your voice its not necessary that this is not a case of miss payment nor a shut-off notice this is a situation of refusal to grant me rights to a payment arrangement. Investigator Lisa Coley did not lower her voice I began to tell her that I would please like another Investigator that will Investigate my case appropriately so I hung up the phone. If you would like additional information please do not hesitate to contact me. Thanks for your time.

10/09/2023 301.00 was due 00.00 was being disputed

09/06/2023 \$346.00 was due\$ 346.00 was paid

08/08/2023 \$346.00 was due\$ 51.00 was paid bal\$ 571.76

07/10/2023 \$296.00 was due \$296.00 was paid

06/07/2023 \$296.00 due \$232.00 was paid

05/09/2023 \$ 232.00 was due with a previous balance of \$232.00 was paid

04/08/2023 \$304 due \$304 paid 1,211.41 previous balance

03/07/2024 \$304.00 was due \$304.00 paid with a previous balance of \$1,211.41

02/07/2024 \$306.00 due with balance of \$934.11 charges being disputed

01/04/2024 \$897.48 with a previous balance of \$908.30 \$284.00 paid

12/05/2023 \$484.01 due \$836.73 blance\$ 180.00 paid \$279.00 balance

11/06/2023 \$361.75 balance of \$835.00 \$240.00 paid \$595.80 Balance forward

10/09/2023 \$301.00 due \$00.00 paid charges being disputed

05/25/2022 \$250.00 due \$250.00 paid

On 05/02/2024 I called and explained to Cristie Crummy that the decision was incorrect I was hoping that she would question me about the incorect charges or atleast provide a correct investigation instead she told me to write To PUC Attached is an appeal decision letter that I would like to file so I did. Furtherore, I emailed the PUC Appeals Department and said that I would like a proper investigation of the high \$300.00 a month on a \$900.00 leaving a difference of \$600.00 of a light bill Furthermore, I would like an explanation of why I cannot get any help from the PUC regarding a highly extreme balance reflection of a Duquesne Light Bill I am on permanent disability and permanently disabled. Attached is my appeal Furthermore, all documentation with the intiai amount is notated on the bill all bills were paid in a time manner. If you need any additional information please feel free to contact me by mail or email Thanks for you time.

Desiree Dyer

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

Sign up online for any of the following services:

- Phone: 888-393-7100 TTY Users: 711
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 888-393-7100 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: 888-393-7100

Mail: Make a donation by mailing a check to:

Duquesne Light Hardship Fund Donations
Dept 14-1
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.

MANAGE YOUR ACCOUNT WITH A TOUCH. WITH OUR CONVENIENT AND FLEXIBLE MOBILE APP, YOU CAN SCHEDULE PAYMENTS, SET BILL REMINDERS, MONITOR YOUR DAILY ENERGY USAGE, AND MORE. DOWNLOAD TODAY. Download on the App Store GET IT ON Google Play. DLC - DUQUESNE LIGHT CO.

SCAN HERE to register for AutoPay.

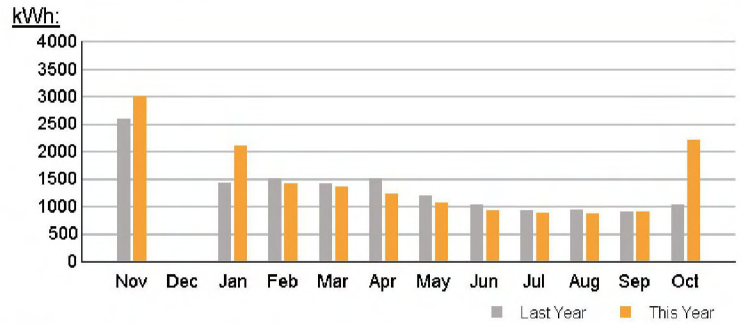


DuquesneLight.com/autopay



Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	2256	39	58	63
Last Month	956	30	32	73
Same Month Last Year	1083	37	29	58



Average Monthly Usage for the last 12 months: 1372 kWh
 Total Annual Usage for the last 12 months: 16460 kWh

Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 11/14/2023 Act	21,739.0000
Prior 10/16/2023 Act	20,588.6900
Difference	1,150.3100
Your Meter Multiplier	1
Total kWh Used	1,150.3100

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1145 / kWh	
DLC Charges		\$118.89
Customer Charge		\$12.50
Distribution	1150.3100 kWh@ \$0.087833	\$101.04
DSIC Surcharge	2.86%	\$3.25
Pennsylvania Tax Adjustment		-\$0.16
Late Payment Charge		\$2.26
Supply Charges		\$131.68
Supply	1150.3100 kWh@ \$0.091956	\$105.78
Transmission	1150.3100 kWh@ \$0.022514	\$25.90

Total kWh Used 1,150.3100

Service Charges \$250.57

Current Amount Due Detail

Budget Detail	
DLC Budget	\$135.00
Supply Budget	\$164.00
Miscellaneous Charges	\$2.26
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	\$302.26

Shopping and Supplier Information

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

Supplier Agreement ID: 2449860873
Rate Schedule: RS-Residential Service

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

Additional Notifications

- 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
- YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$16.88 in estimated PA State Taxes, of which \$14.65 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

Sign up online for any of the following services:

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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: 888-393-7100

Mail: Make a donation by mailing a check to:

Duquesne Light Hardship Fund Donations
Dept 14-1
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Understanding Your Bill

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

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Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 12/14/2023 Act	23,203.6010
Prior 11/14/2023 Act	21,739.0000
Difference	1,464.6010
Your Meter Multiplier	1
Total kWh Used	1,464.6010

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1046 / kWh	
DLC Charges		\$147.46
Customer Charge		\$12.50
Distribution	1464.6010 kWh@ \$0.087833	\$128.64
DSIC Surcharge	2.86%	\$4.04
Pennsylvania Tax Adjustment		-\$0.20
Late Payment Charge		\$2.48
Supply Charges		\$161.36
Supply	829.9406 kWh@ \$0.091956	\$76.32
Supply	634.6604 kWh@ \$0.082038	\$52.07
Transmission	1464.6010 kWh@ \$0.022514	\$32.97

Total kWh Used 1,464.6010

Service Charges \$308.82

Current Amount Due Detail

Budget Detail		
DLC Budget		\$135.00
Supply Budget		\$164.00
Miscellaneous Charges		\$630.20
Payment Arrangement Detail		
Payment Arrangement Balance	\$195.00	
Payment Arrangement Amount		\$50.00
Dollar Energy Fund		
DEF Pledge		\$1.00
Subtotal		\$980.20

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Additional Notifications

- Effective December 1, a change in the Default Service Supply rate decreased the overall monthly bill of an average residential customer (using 600 kWh) who purchases electric generation from Duquesne Light by about \$5.95, or 4%.
- 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
- YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.
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- Your bill contains \$20.83 in estimated PA State Taxes, of which \$18.07 is PA Gross Receipts Tax.

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MANAGE YOUR ACCOUNT WITH A TOUCH. WITH OUR CONVENIENT AND FLEXIBLE MOBILE APP, YOU CAN SCHEDULE PAYMENTS, SET BILL REMINDERS, MONITOR YOUR DAILY ENERGY USAGE, AND MORE. DOWNLOAD TODAY. Download on the App Store GET IT ON Google Play. DLC - DUQUESNE LIGHT CO.

SCAN HERE to register for AutoPay.

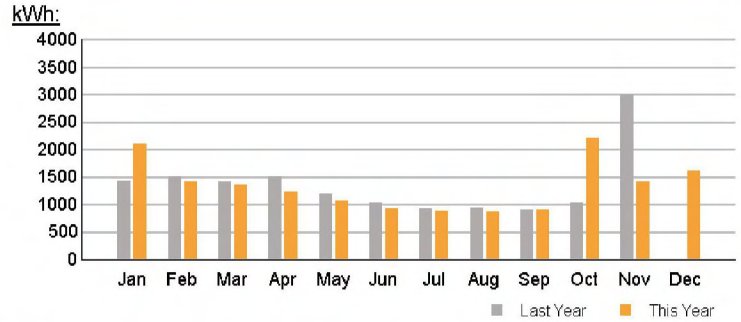


DuquesneLight.com/autopay



Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	1660	49	34	37
Last Month	1465	49	30	43
Same Month Last Year	0	0	0	0



Average Monthly Usage for the last 12 months: 1378 kWh
 Total Annual Usage for the last 12 months: 16539 kWh

Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 01/17/2024 Act	24,863.2270
Prior 12/14/2023 Act	23,203.6010
Difference	1,659.6260
Your Meter Multiplier	1
Total kWh Used	1,659.6260

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1046 / kWh	
DLC Charges		\$164.45
Customer Charge		\$12.50
Distribution	878.6255 kWh@ \$0.087833	\$77.17
Distribution	781.0005 kWh@ \$0.088763	\$69.32
DSIC Surcharge	3.68%	\$5.85
Pennsylvania Tax Adjustment		-\$0.39
Supply Charges		\$173.51
Supply	1659.6260 kWh@ \$0.082038	\$136.15
Transmission	1659.6260 kWh@ \$0.022514	\$37.36

Total kWh Used 1,659.6260

Service Charges \$337.96

Current Amount Due Detail

Budget Detail	
DLC Budget	\$135.00
Supply Budget	\$168.00
Miscellaneous Charges	-\$933.11
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	-\$629.11

Shopping and Supplier Information

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

Supplier Agreement ID: 2449860873
Rate Schedule: RS-Residential Service

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

Additional Notifications

- A change in the Distribution System Improvement Charge, effective January 1, will increase your monthly bill by about \$0.56, 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 \$0.56, or less than 1%.
- A change in the State Tax Adjustment Surcharge, effective January 1, will decrease your overall monthly bill by about \$0.15, or less than 1%.
- 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
- We have reviewed your prior electric usage, and an adjustment to your budget amount is not required at this time. We will continue to review your usage at least every four months.
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$22.98 in estimated PA State Taxes, of which \$19.94 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

Sign up online for any of the following services:

- Phone: 888-393-7100 TTY Users: 711
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 888-393-7100 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: 888-393-7100

Mail: Make a donation by mailing a check to:

Duquesne Light Hardship Fund Donations
Dept 14-1
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.
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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.
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)

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SCAN HERE to register for AutoPay.



DuquesneLight.com/autopay



Manage your account with a touch. With the convenient DLC Mobile App

you can securely access your account, make a payment and view outages anytime, anywhere.

Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 02/15/2024 Act	26,032.1580
Prior 01/17/2024 Act	24,863.2270
Difference	1,168.9310
Your Meter Multiplier	1
Total kWh Used	1,168.9310

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1046 / kWh	
DLC Charges		\$120.12
Customer Charge		\$12.50
Distribution	1168.9310 kWh@ \$0.088763	\$103.76
DSIC Surcharge	3.68%	\$4.28
Pennsylvania Tax Adjustment		-\$0.42
Supply Charges		\$122.22
Supply	1168.9310 kWh@ \$0.082038	\$95.90
Transmission	1168.9310 kWh@ \$0.022514	\$26.32

Total kWh Used 1,168.9310

Service Charges \$242.34

Current Amount Due Detail

Budget Detail	
DLC Budget	\$135.00
Supply Budget	\$168.00
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	\$304.00

Shopping and Supplier Information

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

Supplier Agreement ID: 2449860873

Rate Schedule: RS-Residential Service

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

Additional Notifications

- 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
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$16.48 in estimated PA State Taxes, of which \$14.30 is PA Gross Receipts Tax.

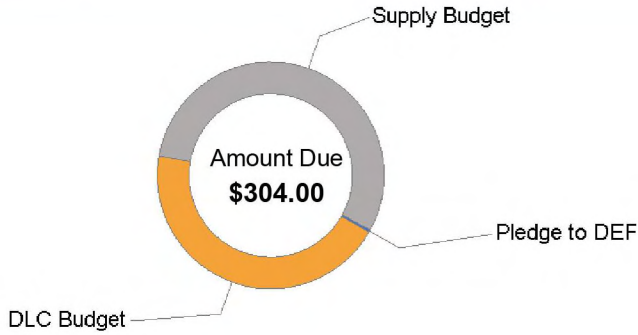


DESIREE DYER
LESSETONLYER2223@YAHOO.COM

Account # 2449-860-000

Due Date	Amount Due
04/08/2024	\$304.00

Bill Summary



Bill ID: 244713796920 Date Prepared: 03/17/2024

Previous Account Balance	\$1,211.41
Payment(s) Received as of 02/26/2024	-\$304.00
Balance Forward	\$907.41
Disputed Charges	-\$933.11
Active Account Balance	-\$25.70
DLC Charges	\$152.38
Supply Charges	\$159.00
NEW ACCOUNT BALANCE	\$285.68

Current Amount Due (see Page 3 for Details)	\$304.00
AMOUNT DUE BY 04/08/2024	\$304.00

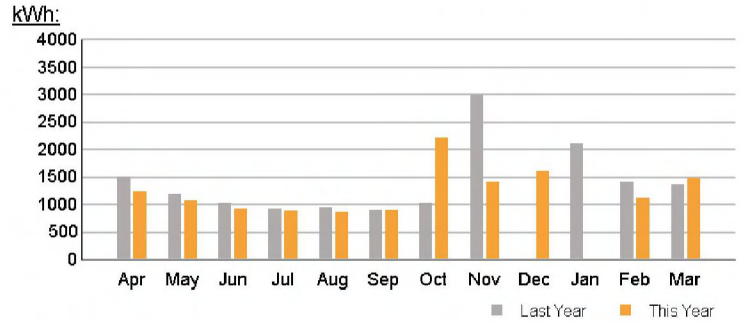
Message Center

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.



Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	1521	49	31	41
Last Month	1169	40	29	39
Same Month Last Year	1406	45	31	40



Average Monthly Usage for the last 12 months: 1184 kWh
Total Annual Usage for the last 12 months: 14212 kWh

BI_EBILL_20240317PRD.xml

Online: 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 2024-04-08



Account #
2449-860-000

Due Date	Amount Due
04/08/2024	\$304.00

\$

USD Amount Enclosed

DESIREE DYER
LESSETONLYER2223@YAHOO.COM

Please mail payment to:

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324



24498600003 00000000000 00001218794 000000304007

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

Sign up online for any of the following services:

- Phone: 888-393-7100 TTY Users: 711
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 888-393-7100 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: 888-393-7100

Mail: Make a donation by mailing a check to:

Duquesne Light Hardship Fund Donations
Dept 14-1
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.

SCAN HERE to register for AutoPay.



DuquesneLight.com/autopay



Manage your account with a touch.

With the convenient DLC Mobile App

you can securely access your account, make a payment and view outages anytime, anywhere.

Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 03/17/2024 Act	27,552.9250
Prior 02/15/2024 Act	26,032.1580
Difference	1,520.7670
Your Meter Multiplier	1
Total kWh Used	1,520.7670

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1046 / kWh	
DLC Charges		\$152.38
Customer Charge		\$12.50
Distribution	1520.7670 kWh@ \$0.088763	\$134.99
DSIC Surcharge	3.68%	\$5.43
Pennsylvania Tax Adjustment		-\$0.54
Supply Charges		\$159.00
Supply	1520.7670 kWh@ \$0.082038	\$124.76
Transmission	1520.7670 kWh@ \$0.022514	\$34.24

Total kWh Used 1,520.7670

Service Charges \$311.38

Current Amount Due Detail

Budget Detail	
DLC Budget	\$135.00
Supply Budget	\$168.00
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	\$304.00

Shopping and Supplier Information

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

Supplier Agreement ID: 2449860873
Rate Schedule: RS-Residential Service

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

Additional Notifications

- 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
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$21.17 in estimated PA State Taxes, of which \$18.37 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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- Phone: 888-393-7100 TTY Users: 711
Budget Billing - Levels out payments across the year
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Double Notice Protection - Sends a payment reminder to you and a person you designate

Dollar Energy Fund

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Online: Visit www.DuquesneLight.com and select "Payment Options" from the Account & Billing menu
Phone: 888-393-7100
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

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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.
Meter Reading - An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
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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/ZZWQEWs

Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 04/18/2023 Act	14,618.6390
Prior 03/19/2023 Act	13,341.3590
Difference	1,277.2800
Your Meter Multiplier	1
Total kWh Used	1,277.2800

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1125 / kWh	
DLC Charges		\$124.71
Customer Charge		\$12.50
Distribution	1277.2800 kWh@ \$0.087933	\$112.32
DSIC Surcharge	0.05%	\$0.06
Pennsylvania Tax Adjustment		-\$0.17
Supply Charges		\$143.77
Supply	1277.2800 kWh@ \$0.088349	\$112.85
Transmission	1277.2800 kWh@ \$0.024211	\$30.92

Total kWh Used 1,277.2800

Service Charges \$268.48

Current Amount Due Detail

Budget Detail	
DLC Budget	\$118.00
Supply Budget	\$113.00
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	\$232.00

Shopping and Supplier Information

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

Supplier Agreement ID: 2449860873
Rate Schedule: RS-Residential Service

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

Additional Notifications

- A change in the Distribution System Improvement Charge, effective April 1, will increase your monthly bill by about \$0.08, or less than 1%.
- 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
- PERSONAL CHECKS ARE NO LONGER ACCEPTED.
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$15.84 in estimated PA State Taxes, of which \$18.26 is PA Gross Receipts Tax.

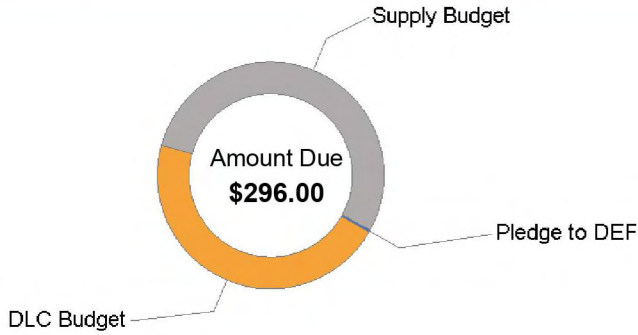


DESIREE DYER
 LESSETONLYER2223@YAHOO.COM

Account # 2449-860-000

Due Date	Amount Due
06/07/2023	\$296.00

Bill Summary



Bill ID: 244452180831 Date Prepared: 05/17/2023

Previous Account Balance	\$709.77
Payment(s) Received as of 04/25/2023	-\$232.00
Balance Forward	\$477.77
DLC Charges	\$109.44
Supply Charges	\$124.22
NEW ACCOUNT BALANCE	\$711.43
Current Amount Due (see Page 3 for Details)	\$296.00
AMOUNT DUE BY 06/07/2023	\$296.00

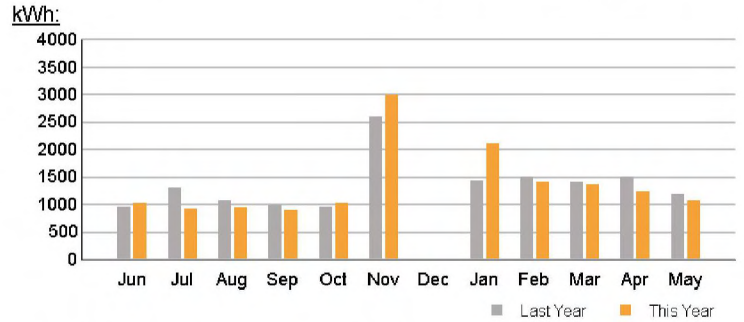
Message Center

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.



Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	1104	38	29	52
Last Month	1277	43	30	51
Same Month Last Year	1242	41	30	55



Average Monthly Usage for the last 12 months: 1293 kWh
 Total Annual Usage for the last 12 months: 15515 kWh

BI_EBILL_20230517PRD.xml

Online: 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 2023-06-07



Account #
2449-860-000

Due Date	Amount Due
06/07/2023	\$296.00

\$

USD Amount Enclosed

DESIREE DYER
 LESSETONLYER2223@YAHOO.COM

Please mail payment to:

DUQUESNE LIGHT COMPANY
 PO BOX 371324
 PITTSBURGH PA 15250-7324



NO CHECKS PERMITTED. PAY WITH MONEY ORDER OR CERTIFIED FUNDS ONLY.

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

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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 888-393-7100 or visit our website
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Dollar Energy Fund

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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: 888-393-7100

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

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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

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 05/17/2023 Act	15,722.2210
Prior 04/18/2023 Act	14,618.6390
Difference	1,103.5820
Your Meter Multiplier	1
Total kWh Used	1,103.5820

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1125 / kWh	
DLC Charges		\$109.44
Customer Charge		\$12.50
Distribution	1103.5820 kWh@ \$0.087933	\$97.04
DSIC Surcharge	0.05%	\$0.05
Pennsylvania Tax Adjustment		-\$0.15
Supply Charges		\$124.22
Supply	1103.5820 kWh@ \$0.088349	\$97.50
Transmission	1103.5820 kWh@ \$0.024211	\$26.72

Total kWh Used 1,103.5820

Service Charges \$233.66

Current Amount Due Detail

Budget Detail	
DLC Budget	\$136.00
Supply Budget	\$159.00
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	\$296.00

Shopping and Supplier Information

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

Supplier Agreement ID: 2449860873
Rate Schedule: RS-Residential Service

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

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- PERSONAL CHECKS ARE NO LONGER ACCEPTED.
- We have reviewed your prior electric usage and adjusted your budget amount. This adjustment will change the budget amount you pay each month. We will continue to review your usage at least every four months.
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$13.79 in estimated PA State Taxes, of which \$15.89 is PA Gross Receipts Tax.

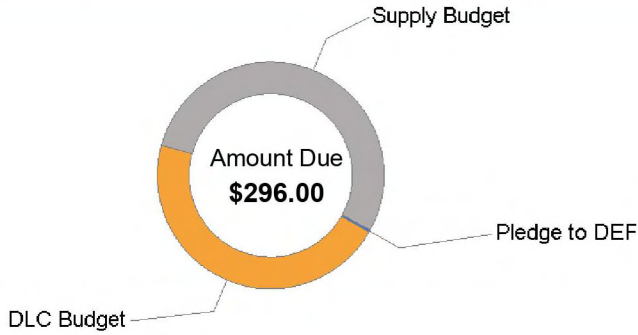


DESIREE DYER
LESSETONLYER2223@YAHOO.COM

Account # 2449-860-000

Due Date	Amount Due
07/10/2023	\$296.00

Bill Summary



Bill ID: 244585529156 Date Prepared: 06/18/2023

Previous Account Balance	\$712.43
Payment(s) Received as of 05/30/2023	-\$296.00
Balance Forward	\$416.43
DLC Charges	\$96.57
Supply Charges	\$108.76
NEW ACCOUNT BALANCE	\$621.76
Current Amount Due (see Page 3 for Details)	\$296.00
AMOUNT DUE BY 07/10/2023	\$296.00

Message Center

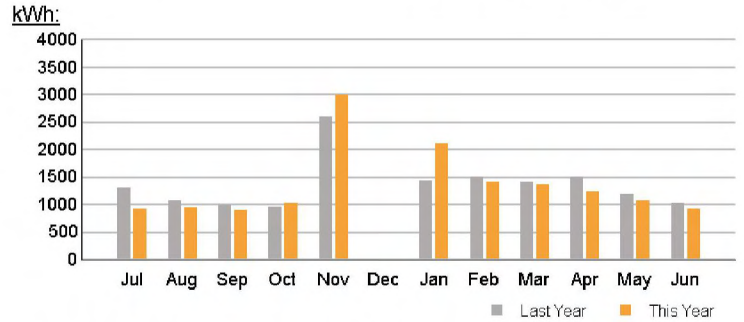
Duquesne Light Company (DLC) shares customer information with some trusted partners that offer programs and services you may find valuable. DLC takes seriously its responsibility to protect customer information and its privacy policy explains how it collects, uses, shares, stores, and protects customer information. The policy also provides information about the DLC website and mobile applications. To access the full text of the policy, including ways to contact the Company with any questions or concerns about the policy, please visit: DuquesneLight.com/privacy.

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.



Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	958	30	32	60
Last Month	1104	38	29	56
Same Month Last Year	1071	36	30	70



Average Monthly Usage for the last 12 months: 1283 kWh
Total Annual Usage for the last 12 months: 15402 kWh

BI_EBILL_20230618PRD.xml

Online: 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 2023-07-10



Account #
2449-860-000

Due Date	Amount Due
07/10/2023	\$296.00

\$

USD Amount Enclosed

DESIREE DYER
LESSETONLYER2223@YAHOO.COM

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: 888-393-7100 TTY Users: 711

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

Billing and Service Options

Sign up online for any of the following services:

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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 888-393-7100 or visit our website
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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

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Phone: 888-393-7100

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

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DLC Charges - Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
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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

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 06/18/2023 Act	16,679.8160
Prior 05/17/2023 Act	15,722.2210
Difference	957.5950
Your Meter Multiplier	1
Total kWh Used	957.5950

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1145 / kWh	
DLC Charges		\$96.57
Customer Charge		\$12.50
Distribution	448.8727 kWh@ \$0.087933	\$39.47
Distribution	508.7223 kWh@ \$0.087833	\$44.68
DSIC Surcharge	0.05%	\$0.05
Pennsylvania Tax Adjustment		-\$0.13
Supply Charges		\$108.76
Supply	448.8727 kWh@ \$0.088349	\$39.66
Supply	508.7223 kWh@ \$0.091956	\$46.78
Transmission	448.8727 kWh@ \$0.024211	\$10.87
Transmission	508.7223 kWh@ \$0.022514	\$11.45

Total kWh Used 957.5950

Service Charges \$205.33

Current Amount Due Detail

Budget Detail	
DLC Budget	\$136.00
Supply Budget	\$159.00
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	\$296.00

Shopping and Supplier Information

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Rate Schedule: RS-Residential Service

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Additional Notifications

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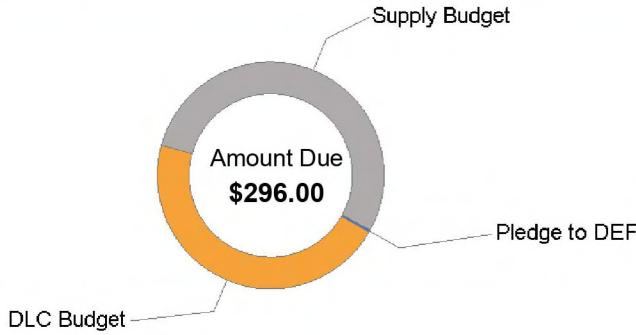


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Message Center

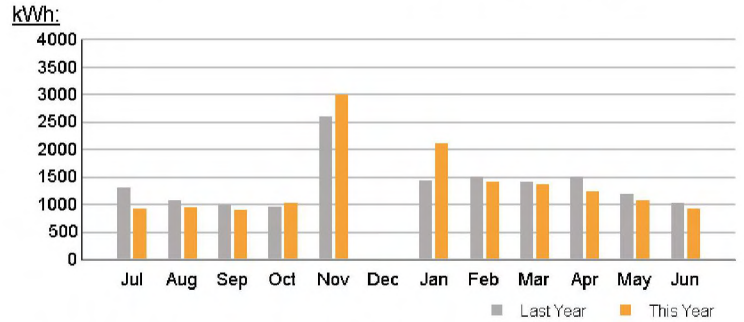
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Account #
2449-860-000

Due Date	Amount Due
07/10/2023	\$296.00

\$

USD Amount Enclosed

DESIREE DYER
LESSETONLYER2223@YAHOO.COM

Please mail payment to:

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324



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Provide your DLC bill & use code WMBP.



Dollar Energy Fund

Monthly Pledge:

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



Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 06/18/2023 Act	16,679.8160
Prior 05/17/2023 Act	15,722.2210
Difference	957.5950
Your Meter Multiplier	1
Total kWh Used	957.5950

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1145 / kWh	
DLC Charges		\$96.57
Customer Charge		\$12.50
Distribution	448.8727 kWh@ \$0.087933	\$39.47
Distribution	508.7223 kWh@ \$0.087833	\$44.68
DSIC Surcharge	0.05%	\$0.05
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Transmission	448.8727 kWh@ \$0.024211	\$10.87
Transmission	508.7223 kWh@ \$0.022514	\$11.45

Total kWh Used 957.5950

Service Charges \$205.33

Current Amount Due Detail

Budget Detail	
DLC Budget	\$136.00
Supply Budget	\$159.00
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	\$296.00

Shopping and Supplier Information

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Phone: 888-393-7100 TTY Users: 711
Mail: Dept 6-1
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942

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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

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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

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 07/18/2023 Act	17,607.3730
Prior 06/18/2023 Act	16,679.8160
Difference	927.5570
Your Meter Multiplier	1
Total kWh Used	927.5570

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1145 / kWh	
DLC Charges		\$95.12
Customer Charge		\$12.50
Distribution	927.5570 kWh@ \$0.087833	\$81.47
DSIC Surcharge	1.36%	\$1.28
Pennsylvania Tax Adjustment		-\$0.13
Supply Charges		\$106.17
Supply	927.5570 kWh@ \$0.091956	\$85.29
Transmission	927.5570 kWh@ \$0.022514	\$20.88

Total kWh Used 927.5570

Service Charges \$201.29

Current Amount Due Detail

Budget Detail		
DLC Budget		\$136.00
Supply Budget		\$159.00
Payment Arrangement Detail		
Payment Arrangement Balance	\$245.00	
Payment Arrangement Amount		\$50.00
Dollar Energy Fund		
DEF Pledge		\$1.00
Subtotal		\$346.00

Shopping and Supplier Information

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

Supplier Agreement ID: 2449860873
Rate Schedule: RS-Residential Service

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Additional Notifications

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MANAGE YOUR ACCOUNT WITH A TOUCH. WITH OUR CONVENIENT AND FLEXIBLE MOBILE APP, YOU CAN SCHEDULE PAYMENTS, SET BILL REMINDERS, MONITOR YOUR DAILY ENERGY USAGE, AND MORE. DOWNLOAD TODAY. Download on the App Store GET IT ON Google Play

Dollar Energy Fund

Monthly Pledge:

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



Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 08/16/2023 Act	18,526.9750
Prior 07/18/2023 Act	17,607.3730
Difference	919.6020
Your Meter Multiplier	1
Total kWh Used	919.6020

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1145 / kWh	
DLC Charges		\$94.41
Customer Charge		\$12.50
Distribution	919.6020 kWh@ \$0.087833	\$80.77
DSIC Surcharge	1.36%	\$1.27
Pennsylvania Tax Adjustment		-\$0.13
Supply Charges		\$105.26
Supply	919.6020 kWh@ \$0.091956	\$84.56
Transmission	919.6020 kWh@ \$0.022514	\$20.70

Total kWh Used 919.6020

Service Charges \$199.67

Current Amount Due Detail

Budget Detail		
DLC Budget		\$136.00
Supply Budget		\$159.00
Payment Arrangement Detail		
Payment Arrangement Balance	\$195.00	
Payment Arrangement Amount		\$50.00
Dollar Energy Fund		
DEF Pledge		\$1.00
Subtotal		\$346.00

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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)

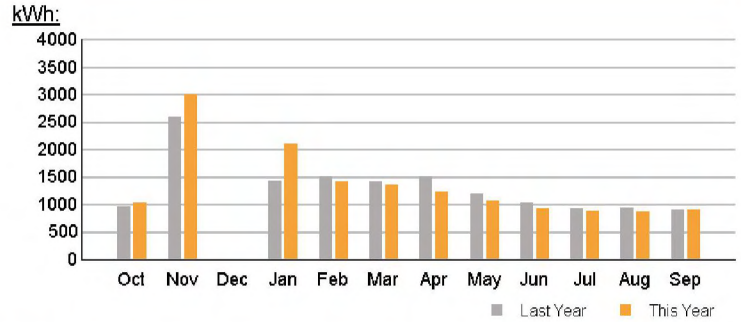
CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the Federal Poverty Guidelines. Customers who enroll in CAP are eligible for a reduced monthly payment based on their verified household income. The CAP Program also includes 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.

MANAGE YOUR ACCOUNT WITH A TOUCH. WITH OUR CONVENIENT AND FLEXIBLE MOBILE APP, YOU CAN SCHEDULE PAYMENTS, SET BILL REMINDERS, MONITOR YOUR DAILY ENERGY USAGE, AND MORE. DOWNLOAD TODAY. Download on the App Store GET IT ON Google Play. DLC - DUQUESNE LIGHT CO.

SCAN HERE to register for AutoPay. DuquesneLight.com/autopay. DLC - DUQUESNE LIGHT CO.

Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	956	30	32	69
Last Month	920	32	29	76
Same Month Last Year	953	29	33	72



Average Monthly Usage for the last 12 months: 1274 kWh
 Total Annual Usage for the last 12 months: 15287 kWh

Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 09/17/2023 Act	19,482.9470
Prior 08/16/2023 Act	18,526.9750
Difference	955.9720
Your Meter Multiplier	1
Total kWh Used	955.9720

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1145 / kWh	
DLC Charges		\$97.65
Customer Charge		\$12.50
Distribution	955.9720 kWh@ \$0.087833	\$83.97
DSIC Surcharge	1.36%	\$1.31
Pennsylvania Tax Adjustment		-\$0.13
Supply Charges		\$109.43
Supply	955.9720 kWh@ \$0.091956	\$87.91
Transmission	955.9720 kWh@ \$0.022514	\$21.52

Total kWh Used 955.9720

Service Charges \$207.08

Current Amount Due Detail

Budget Detail	
DLC Budget	\$135.00
Supply Budget	\$164.00
Miscellaneous Charges	-\$627.72
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	-\$327.72

Shopping and Supplier Information

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

Supplier Agreement ID: 2449860873
Rate Schedule: RS-Residential Service

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

Additional Notifications

- 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
- We have reviewed your prior electric usage and adjusted your budget amount. This adjustment will change the budget amount you pay each month. We will continue to review your usage at least every four months.
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$14.08 in estimated PA State Taxes, of which \$12.22 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

Sign up online for any of the following services:

- Phone: 888-393-7100 TTY Users: 711
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 888-393-7100 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: 888-393-7100

Mail: Make a donation by mailing a check to:

Duquesne Light Hardship Fund Donations
Dept 14-1
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942

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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.

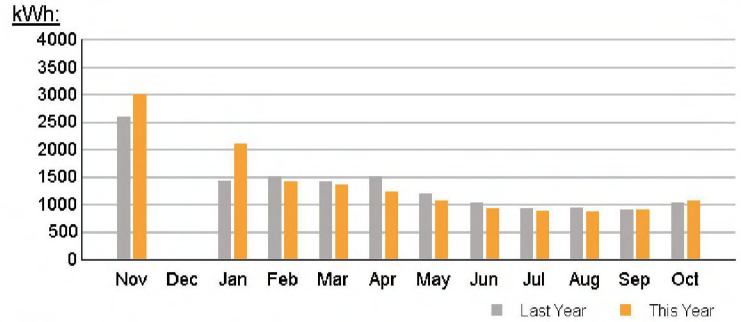
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SCAN HERE to register for AutoPay. QR code for registration.

DuquesneLight.com/autopay DLC - DUQUESNE LIGHT CO.

Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	1106	38	29	61
Last Month	956	30	32	73
Same Month Last Year	1083	37	29	58



Average Monthly Usage for the last 12 months: 1276 kWh
 Total Annual Usage for the last 12 months: 15310 kWh

Account Detail

362 CLINE ST

Supplier Agreement ID: 2449860873

Meter Reading Usage Information

Meter Number	F76396844
Present 10/16/2023 Act	20,588.6900
Prior 09/17/2023 Act	19,482.9470
Difference	1,105.7430
Your Meter Multiplier	1
Total kWh Used	1,105.7430

Current Bill Details

DLC Rate	RS-Residential Service	
Price to Compare	\$0.1145 / kWh	
DLC Charges		\$113.36
Customer Charge		\$12.50
Distribution	1105.7430 kWh@ \$0.087833	\$97.12
DSIC Surcharge	2.86%	\$3.14
Pennsylvania Tax Adjustment		-\$0.15
Late Payment Charge		\$0.75
Supply Charges		\$126.57
Supply	1105.7430 kWh@ \$0.091956	\$101.68
Transmission	1105.7430 kWh@ \$0.022514	\$24.89

Total kWh Used 1,105.7430

Service Charges \$239.93

Current Amount Due Detail

Budget Detail	
DLC Budget	\$135.00
Supply Budget	\$164.00
Miscellaneous Charges	\$0.75
Dollar Energy Fund	
DEF Pledge	\$1.00
Subtotal	\$300.75

Shopping and Supplier 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 October 1, will increase your monthly bill by about \$0.98, or 1%.
- 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
- YOUR ACCOUNT IS PAST DUE. TO AVOID POSSIBLE TERMINATION OF ELECTRIC SERVICE, PLEASE PAY THE AMOUNT DUE SHOWN.
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$16.27 in estimated PA State Taxes, of which \$14.11 is PA Gross Receipts Tax.