



Michael Brechlin
Assistant General Counsel, Regulatory

411 Seventh Avenue
Mail drop 15-7
Pittsburgh, PA 15219

Tel: 412-393-6431
mbrechlin@duqlight.com

March 3, 2025

Via Electronic Filing

Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building, 2nd Floor
400 North Street
Harrisburg, PA 17120

**Re: Duquesne Light Company – Universal Services and Energy Conservation Plan for 2020-2025
Submitted in Compliance with 52 Pa. Code. § 54.74 Docket No. M-2019-3008227**

Dear Secretary Chiavetta:

Enclosed for filing at the above-captioned docket, please find Duquesne Light Company's (the "Company") Universal Services Customer Education and Outreach Plan update for 2025. The 2025 Plan update is filed pursuant to Pennsylvania Public Utility Commission ("Commission") by Order entered April 14, 2022, at this docket, which at page 52 directs the Company to file annual updates to its Universal Services Customer Education and Outreach Plan beginning in 2023.

Should you have any questions, please do not hesitate to contact me.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Michael Brechlin", is placed over a grey rectangular background.

Michael Brechlin
Assistant General
Counsel, Regulatory

Enclosures

cc: Certificate of Service

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant):

ELECTRONIC MAIL

Bureau of Investigation & Enforcement Scott B. Granger Commonwealth Keystone Building 400 North Street, 2 nd Floor West PO Box 3265 Harrisburg, PA 17105-3265 sgranger@pa.gov	Office of Small Business Advocate Sharon E. Webb Steven C. Gray 555 Walnut Street, 1 st Floor Harrisburg, PA 17101 swebb@pa.gov sgray@pa.gov
Office of Consumer Advocate Christy Appleby 555 Walnut Street Forum Place, 5 th Floor Harrisburg, PA 17101-1923 cappleby@paoca.org	Pennsylvania Utility Law Project Elizabeth Marx Ria Pereira 118 Locust Street Harrisburg, PA 17101 Emarx@pautilitylawproject.org rpereira@pautilitylawproject.org
Joseph Magee Pennsylvania Public Utility Commission Bureau of Consumer Services 400 North Street Harrisburg, PA 17120 Jmagee@pa.gov	Louise Fink-Smith Pennsylvania Public Utility Commission Law Bureau 400 North Street Harrisburg, PA 17120 finksmith@pa.gov

Date: March 3, 2025



Michael Brechlin
Duquesne Light Company
411 Seventh Avenue, 15-7
Pittsburgh, PA 15219
Phone: 412-393-6431
Email: mbrechlin@duqlight.com

Duquesne Light

Universal Services Customer Education and Outreach Plan – 2025

Update

Since the launch of the Income Eligible Comprehensive outreach plan in March of 2024 Duquesne Light Co. has implemented our outreach efforts according to the plan.

- DLC has attended or sponsored 64 in community events, with the energy efficiency team having a presence at 37 of these events. These events varied with presentations and tabling opportunities distributing energy efficiency measures and raising awareness about DLC customer programs.
- Several of these partnerships were established from using the Community Champion list in the plan including the Human Service Center in Mon Valley and Clairton, Filipino American Association of Pittsburgh, and Beaver County Housing Authority.
- Our community-based partners Holy Family Institute and Catholic Charities, participated in 141 outreach events across the southwestern region. These events included activities at Rainbow Kitchen, Project Destiny food distribution, Mission of Mercy and various school districts within our territory.
- Additionally, we created relationships with the City of Pittsburgh Housing Authority and attended the city of Pittsburgh City in the Streets events.



Duquesne Light Company has created a concept to brand out income eligible programs “Where Power Meets Empowerment” focusing on community and the call to action for all different demographics in our community. This concept has been applied to the label and welcome letter for our new customer kit and will be part of our new Universal Services brochure. Spanish documents are currently available, and we are looking to expand our language offerings in the next year.



Welcome to the Neighborhood and the Duquesne Light Company Community.

We look forward to providing you with reliable electricity. With your knowledge, we can help you save opportunities, and ways to save. To help you get your energy usage history, you will be receiving energy usage information. We will be sending you a monthly bill for residential customers. The monthly bill will show your usage, the amount of energy used, and the amount of energy used. We will also be sending you a monthly bill for residential customers. The monthly bill will show your usage, the amount of energy used, and the amount of energy used. We will also be sending you a monthly bill for residential customers. The monthly bill will show your usage, the amount of energy used, and the amount of energy used.

Simply
Duquesne Light Company

Visit us here to create your account or visit the DLC website to view your account information.

Get the savings, don't skip with your bill. There are several customer programs available to help make your bills affordable and manageable. Scan the codes below to learn more about each program.

Energy Efficiency Programs DLC customers can take advantage of a range of programs that will help them save energy costs. These programs are available to all DLC customers and are designed to help them save energy costs. To learn more about these programs, scan the code below to learn more about each program.	My Electric Use DLC customers can take advantage of a range of programs that will help them save energy costs. These programs are available to all DLC customers and are designed to help them save energy costs. To learn more about these programs, scan the code below to learn more about each program.
Rate Incentives DLC customers can take advantage of a range of programs that will help them save energy costs. These programs are available to all DLC customers and are designed to help them save energy costs. To learn more about these programs, scan the code below to learn more about each program.	Customer Support DLC customers can take advantage of a range of programs that will help them save energy costs. These programs are available to all DLC customers and are designed to help them save energy costs. To learn more about these programs, scan the code below to learn more about each program.