

| | | |
|------------------------|--|----------------|
| ----- | | |
| Alexandra Vena, | | |
| v. | | Docket No.: |
| Duquesne Light Company | | C-2025-3057033 |
| | | |
| Initial Call-In | | |
| Telephonic Hearing | | |
| ----- | | |

Pages 1 - 129

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

Friday, October 31, 2025
 Commencing at 10:05 a.m.

INDEX TO EXHIBITS

Docket No. C-2025-3057033

Hearing Date: October 31, 2025

| <u>NUMBER</u> | <u>FOR IDENTIFICATION</u> | <u>IN EVIDENCE</u> |
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| PCP Arrangement | | |

DLC EXHIBIT NO. 1
REDACTED



FOREIGN LOAD INVESTIGATION REPORT

PREPARED BY: [REDACTED] PH #: _____

DATE & TIME INVESTIGATED: 9 / 4 / 2025 11 : 00 AM PM

DEPARTMENT AND DISTRICT: M&T CENTRAL

ADDRESS INVESTIGATED: 1205 Pine Hollow

CITY: McKEES ROCKS ST: PA ZIP: PA

ACCOUNT #: [REDACTED]

METER #: [REDACTED]

NO FOREIGN LOAD FOUND FOUND FOREIGN LOAD

DESCRIBE FOREIGN LOAD FOUND:
No FL Found, No Meter Twist. HVAC System Fan
was running when I arrived & it never shut off.
It obviously turned off when I disrupted power to
check for FL & twist

- UNABLE TO IDENTIFY PROPERTY OWNER INFO WHILE ON SITE
- PROPERTY OWNER INFO OBTAINED WHILE ON SITE

NAME: _____

ADDRESS: _____

PHONE #: _____

FOR QUESTIONS OR ADDITIONAL INFO, CONTACT: PAUL PIETROPAOLO @ 412-393-8713

EMAIL COMPLETED REPORT TO: Disputes@duqlight.com

DLC EXHIBIT NO. 2
REDACTED



METER INSPECTION

NAME: Alexandra Vena
ADDRESS: 1205 Pine Hollow Rd
CITY: McKees Rocks STATE: PA ZIP: 15136
ACCOUNT: [REDACTED] DATE: 7-31-25 TIME: 09:00

METER TEST RESULTS

METER TESTED: [REDACTED] PREFIX/Form #: 25
KWH: 06190 DEM: _____ KVAR: _____
FULL LOAD: 100.101 LIGHT LOAD: 100.113 LOAD AT INSP TIME: 546
METER SEALED: YES NO _____ SOCKET SEALED: YES NO _____
SEAL COLOR AS FOUND: yellow

STANDARD #: [REDACTED] METER REGISTERING CORRECTLY: YES NO _____
TECH: [REDACTED] EMPLOYEE ID: [REDACTED]

METER EXCHANGE INFORMATION IF NECESSARY

NEW METER # _____ PREFIX/Form #: _____

ADDITIONAL INFORMATION

ASSIGNMENT VERIFIED: YES NO METER TWIST: YES _____ NO _____
FOREIGN LOAD: YES _____ NO _____ CUT-IN ERROR: YES _____ NO _____

COMMENTS/FINDINGS/FURTHER ACTION

Customer not present.
meter test, voltage, socket & service ok

CUSTOMER PRESENT: YES _____ NO

DLC EXHIBIT NO. 3
REDACTED

DLC EXHIBIT NO. 4
REDACTED

Usage Comparison Report

| | | | |
|-----------------------|----------------------------------|-----------------------|--------------------------|
| Account ID | | BCS Case # | C-2025-3057033 |
| Service Name | VENA,ALEXANDRA | Account Status | Active |
| Service Street | 1205 PINE HOLLOW RD | Rate | RS |
| City/State/Zip | MCKEES ROCKS, PA 151361717053 | Period Covered | 11/16/2023 to 10/19/2025 |

| Date | Days | KWH | Avg | | Date | Days | KWH | Avg |
|----------------------|------------|------------------|--------------|--|----------------------|------------|------------------|--------------|
| 09/18/25 to 10/19/25 | 31 | 767.84 | 24.77 | | 10/17/24 to 09/18/24 | 29 | 1,026.80 | 35.41 |
| 08/19/25 to 09/18/25 | 30 | 794.15 | 26.47 | | 09/18/24 to 08/18/24 | 31 | 1,319.93 | 42.58 |
| 07/21/25 to 08/19/25 | 29 | 1,556.13 | 53.66 | | 08/18/24 to 07/18/24 | 31 | 2,098.67 | 67.70 |
| 06/22/25 to 07/21/25 | 29 | 1,805.68 | 62.26 | | 07/18/24 to 06/19/24 | 29 | 2,234.74 | 77.06 |
| 05/20/25 to 06/22/25 | 33 | 1,127.10 | 34.15 | | 06/19/24 to 05/19/24 | 31 | 1,590.01 | 51.29 |
| 04/21/25 to 05/20/25 | 29 | 643.68 | 22.20 | | 05/19/24 to 04/18/24 | 31 | 1,379.94 | 44.51 |
| 03/20/25 to 04/21/25 | 32 | 958.25 | 29.95 | | 04/18/24 to 03/19/24 | 30 | 793.93 | 26.46 |
| 02/19/25 to 03/20/25 | 29 | 1,514.32 | 52.22 | | 03/19/24 to 02/19/24 | 29 | 963.51 | 33.22 |
| 01/21/25 to 02/19/25 | 29 | 1,841.53 | 63.50 | | 02/19/24 to 01/21/24 | 29 | 1,218.30 | 42.01 |
| 12/18/24 to 01/21/25 | 34 | 1,977.54 | 58.16 | | 01/21/24 to 12/18/23 | 34 | 1,477.20 | 43.45 |
| 11/18/24 to 12/18/24 | 30 | 974.18 | 32.47 | | 12/18/23 to 11/16/23 | 32 | 1,260.88 | 39.40 |
| 10/17/24 to 11/18/24 | 32 | 745.26 | 23.29 | | 11/16/23 to 10/18/23 | 29 | 848.06 | 29.24 |
| Total | 367 | 14,705.66 | 40.07 | | | 365 | 16,211.97 | 44.42 |

Key
 Date: The billing period
 KWH: The kilowatt hours (kWh) measured in the billing period
 Days: Number of days in the billing period
 Average: Average kWh for the billing period

DLC EXHIBIT NO. 5
REDACTED



Duquesne Light Company - Statement Of Account

Prepared: October 22, 2025

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| | |
|------------|----------------|
| Account #: | [REDACTED] |
| Name: | VENA,ALEXANDRA |

| | |
|----------------------|------------|
| Paid Deposit Amount: | \$0.00 |
| Disputed Amount: | \$2,960.07 |

| Premise ID | Service Address |
|------------|---|
| [REDACTED] | 1205 PINE HOLLOW RD, MCKEES ROCKS, PA 15136 |

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 |
|------------------|---------------|------------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| 06/20/23 | 06/20/23 | Bill - Actual | [REDACTED] | 07/11/23 | 06/20/23 | 30 | 72,401.64 | 934.33 | \$186.40 | \$352.64 | \$186.40 | \$352.64 |
| 06/27/23 | 07/20/23 | Payment | | | | | | | -\$50.00 | \$302.64 | -\$50.00 | \$302.64 |
| 06/28/23 | 07/20/23 | Payment | | | | | | | -\$116.00 | \$186.64 | -\$116.00 | \$186.64 |
| 07/20/23 | 07/20/23 | Bill - Actual | [REDACTED] | 08/10/23 | 07/20/23 | 30 | 73,859.49 | 1,457.85 | \$286.37 | \$473.01 | \$286.37 | \$473.01 |
| 07/20/23 | 07/20/23 | CAP Billing Credits | | | | | | | -\$266.37 | \$206.64 | -\$266.37 | \$206.64 |
| 07/31/23 | 08/20/23 | Payment | | | | | | | -\$187.00 | \$19.64 | -\$187.00 | \$19.64 |
| 08/04/23 | 08/20/23 | Payment - Cancel Transaction | | | | | | | \$187.00 | \$206.64 | \$187.00 | \$206.64 |
| 08/04/23 | 08/20/23 | Non-sufficient Funds Charge | | | | | | | \$20.00 | \$226.64 | \$20.00 | \$226.64 |
| 08/15/23 | 08/20/23 | Payment | | | | | | | -\$206.64 | \$20.00 | -\$206.64 | \$20.00 |
| 08/20/23 | 08/20/23 | Bill - Actual | [REDACTED] | 09/11/23 | 08/20/23 | 31 | 75,495.95 | 1,636.46 | \$319.89 | \$339.89 | \$319.89 | \$339.89 |
| 08/20/23 | 08/20/23 | CAP Billing Credits | | | | | | | -\$299.89 | \$40.00 | -\$299.89 | \$40.00 |
| 09/05/23 | 09/19/23 | Payment | | | | | | | -\$40.00 | \$0.00 | -\$40.00 | \$0.00 |
| 09/19/23 | 09/19/23 | Bill - Actual | [REDACTED] | 10/10/23 | 09/19/23 | 30 | 76,870.77 | 1,374.82 | \$270.77 | \$270.77 | \$270.77 | \$270.77 |
| 09/19/23 | 09/19/23 | CAP Billing Credits | | | | | | | -\$250.77 | \$20.00 | -\$250.77 | \$20.00 |
| 10/18/23 | 10/18/23 | Bill - Actual | [REDACTED] | 11/08/23 | 10/18/23 | 29 | 77,759.08 | 888.31 | \$180.59 | \$200.59 | \$180.59 | \$200.59 |
| 10/18/23 | 10/18/23 | CAP Billing Credits | | | | | | | -\$160.59 | \$40.00 | -\$160.59 | \$40.00 |
| 11/16/23 | 11/16/23 | Bill - Actual | [REDACTED] | 12/07/23 | 11/16/23 | 29 | 78,607.14 | 848.06 | \$172.97 | \$212.97 | \$172.97 | \$212.97 |



Duquesne Light Company - Statement Of Account

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| Residential | | | | | | | | | | | | |
|------------------|---------------|---------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 11/16/23 | 11/16/23 | CAP Billing Credits | | | | | | | -\$152.97 | \$60.00 | -\$152.97 | \$60.00 |
| 12/18/23 | 12/18/23 | Bill - Actual | ████████ | 01/08/24 | 12/18/23 | 32 | 79,868.02 | 1,260.88 | \$244.30 | \$304.30 | \$244.30 | \$304.30 |
| 12/18/23 | 12/18/23 | CAP Billing Credits | | | | | | | -\$224.30 | \$80.00 | -\$224.30 | \$80.00 |
| 01/08/24 | 01/21/24 | Payment | | | | | | | -\$40.00 | \$40.00 | -\$40.00 | \$40.00 |
| 01/21/24 | 01/21/24 | Bill - Actual | ████████ | 02/12/24 | 01/21/24 | 34 | 81,345.21 | 1,477.20 | \$277.96 | \$317.96 | \$277.96 | \$317.96 |
| 01/21/24 | 01/21/24 | CAP Billing Credits | | | | | | | -\$257.96 | \$60.00 | -\$257.96 | \$60.00 |
| 02/15/24 | 02/19/24 | Payment | | | | | | | -\$30.00 | \$30.00 | -\$30.00 | \$30.00 |
| 02/19/24 | 02/19/24 | Bill - Actual | ████████ | 03/11/24 | 02/19/24 | 29 | 82,563.51 | 1,218.30 | \$252.02 | \$282.02 | \$252.02 | \$282.02 |
| 03/19/24 | 03/19/24 | Bill - Actual | ████████ | 04/09/24 | 03/19/24 | 29 | 83,527.03 | 963.51 | \$202.00 | \$484.02 | \$202.00 | \$484.02 |
| 03/29/24 | 04/18/24 | Payment Arrangement | | | | | | | -\$434.02 | \$50.00 | \$0.00 | \$484.02 |
| 03/29/24 | 04/18/24 | Payment | | | | | | | -\$50.00 | \$0.00 | -\$50.00 | \$434.02 |
| 04/18/24 | 04/18/24 | Bill - Actual | ████████ | 05/09/24 | 04/18/24 | 30 | 84,320.96 | 793.93 | \$219.14 | \$219.14 | \$169.14 | \$603.16 |
| 05/19/24 | 05/19/24 | Bill - Actual | ████████ | 06/10/24 | 05/19/24 | 31 | 85,700.90 | 1,379.94 | \$334.42 | \$553.56 | \$284.42 | \$887.58 |
| 05/20/24 | 06/19/24 | Payment | | | | | | | -\$30.00 | \$523.56 | -\$30.00 | \$857.58 |
| 05/25/24 | 06/19/24 | Payment | | | | | | | -\$200.00 | \$323.56 | -\$200.00 | \$657.58 |
| 06/19/24 | 06/19/24 | Bill - Actual | ████████ | 07/10/24 | 06/19/24 | 31 | 87,290.91 | 1,590.01 | \$377.07 | \$700.63 | \$327.07 | \$984.65 |
| 06/30/24 | 07/18/24 | Payment | | | | | | | -\$80.00 | \$620.63 | -\$80.00 | \$904.65 |
| 07/08/24 | 07/18/24 | Payment | | | | | | | -\$247.00 | \$373.63 | -\$247.00 | \$657.65 |
| 07/18/24 | 07/18/24 | Bill - Actual | ████████ | 08/08/24 | 07/18/24 | 29 | 89,525.65 | 2,234.74 | \$505.44 | \$879.07 | \$455.44 | \$1,113.09 |
| 07/29/24 | 08/18/24 | Payment | | | | | | | -\$76.00 | \$803.07 | -\$76.00 | \$1,037.09 |
| 08/06/24 | 08/18/24 | Payment | | | | | | | -\$180.00 | \$623.07 | -\$180.00 | \$857.09 |
| 08/08/24 | 08/18/24 | Payment Arrangement | | | | | | | -\$551.07 | \$72.00 | \$0.00 | \$857.09 |



Duquesne Light Company - Statement Of Account

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| Residential | | | | | | | | | | | | |
|------------------|---------------|------------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 08/08/24 | 08/18/24 | Payment | | | | | | | -\$200.00 | -\$128.00 | -\$200.00 | \$657.09 |
| 08/18/24 | 08/18/24 | Bill - Actual | ████████ | 09/09/24 | 08/18/24 | 31 | 91,624.33 | 2,098.67 | \$494.49 | \$366.49 | \$428.49 | \$1,085.58 |
| 08/22/24 | 09/18/24 | Payment | | | | | | | -\$61.00 | \$305.49 | -\$61.00 | \$1,024.58 |
| 09/18/24 | 09/18/24 | Bill - Actual | ████████ | 10/09/24 | 09/18/24 | 31 | 92,944.25 | 1,319.93 | \$340.30 | \$645.79 | \$274.30 | \$1,298.88 |
| 09/22/24 | 10/17/24 | Payment | | | | | | | -\$200.00 | \$445.79 | -\$200.00 | \$1,098.88 |
| 09/26/24 | 10/17/24 | Payment | | | | | | | -\$150.00 | \$295.79 | -\$150.00 | \$948.88 |
| 10/04/24 | 10/17/24 | Payment - Cancel Transaction | | | | | | | \$200.00 | \$495.79 | \$200.00 | \$1,148.88 |
| 10/04/24 | 10/17/24 | Non-sufficient Funds Charge | | | | | | | \$20.00 | \$515.79 | \$20.00 | \$1,168.88 |
| 10/17/24 | 10/17/24 | Meter Inspection Fee | | | | | | | \$20.00 | \$535.79 | \$20.00 | \$1,188.88 |
| 10/17/24 | 10/17/24 | Bill - Actual | ████████ | 11/07/24 | 10/17/24 | 29 | 93,971.05 | 1,026.80 | \$293.57 | \$829.36 | \$227.57 | \$1,416.45 |
| 10/22/24 | 11/18/24 | Payment | | | | | | | -\$100.00 | \$729.36 | -\$100.00 | \$1,316.45 |
| 10/28/24 | 11/18/24 | Payment - Cancel Transaction | | | | | | | \$100.00 | \$829.36 | \$100.00 | \$1,416.45 |
| 10/28/24 | 11/18/24 | Non-sufficient Funds Charge | | | | | | | \$20.00 | \$849.36 | \$20.00 | \$1,436.45 |
| 11/18/24 | 11/18/24 | Bill - Actual | ████████ | 12/09/24 | 11/18/24 | 32 | 94,716.31 | 745.26 | \$237.14 | \$1,086.50 | \$171.14 | \$1,607.59 |
| 11/22/24 | 12/23/24 | Payment Arrangement | | | | | | | -\$1,086.50 | \$0.00 | \$0.00 | \$1,607.59 |
| 12/08/24 | 12/23/24 | Payment | | | | | | | -\$25.00 | -\$25.00 | -\$25.00 | \$1,582.59 |
| 12/18/24 | 12/23/24 | Bill - Actual | ████████ | 01/13/25 | 12/18/24 | 30 | 95,690.49 | 974.18 | \$301.10 | \$276.10 | \$231.63 | \$1,814.22 |
| 01/10/25 | 01/23/25 | Payment | | | | | | | -\$25.00 | \$251.10 | -\$25.00 | \$1,789.22 |
| 01/21/25 | 01/23/25 | Bill - Actual | ████████ | 02/13/25 | 01/21/25 | 34 | 97,668.03 | 1,977.54 | \$437.86 | \$688.96 | \$486.71 | \$2,275.93 |
| 02/18/25 | 02/23/25 | Payment | | | | | | | -\$25.00 | \$663.96 | -\$25.00 | \$2,250.93 |
| 02/19/25 | 02/23/25 | Late Payment Charge | | | | | | | \$8.31 | \$672.27 | \$8.31 | \$2,259.24 |



Duquesne Light Company - Statement Of Account

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| Residential | | | | | | | | | | | | |
|------------------|---------------|--|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|-------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 02/19/25 | 02/23/25 | Bill - Actual | | 03/17/25 | 02/19/25 | 29 | 99,509.55 | 1,841.53 | \$418.81 | \$1,091.08 | \$454.64 | \$2,713.88 |
| 02/26/25 | 03/24/25 | Payment | | | | | | | -\$1,000.00 | \$91.08 | -\$1,000.00 | \$1,713.88 |
| 03/20/25 | 03/24/25 | Bill - Actual | | 04/14/25 | 03/20/25 | 29 | 1,023.87 | 1,514.32 | \$333.13 | \$424.21 | \$336.30 | \$2,050.18 |
| 03/24/25 | 03/24/25 | Late Payment Charge | | | | | | | \$1.14 | \$425.35 | \$1.14 | \$2,051.32 |
| 04/03/25 | 04/22/25 | Payment | | | | | | | -\$25.00 | \$400.35 | -\$25.00 | \$2,026.32 |
| 04/21/25 | 04/22/25 | Late Payment Charge | | | | | | | \$5.00 | \$405.35 | \$5.00 | \$2,031.32 |
| 04/21/25 | 04/22/25 | Bill - Actual | | 05/13/25 | 04/21/25 | 32 | 1,982.12 | 958.25 | \$284.39 | \$689.74 | \$219.16 | \$2,250.48 |
| 04/24/25 | 05/21/25 | Payment | | | | | | | -\$50.00 | \$639.74 | -\$50.00 | \$2,200.48 |
| 04/26/25 | 05/21/25 | Payment | | | | | | | -\$400.00 | \$239.74 | -\$400.00 | \$1,800.48 |
| 05/19/25 | 05/21/25 | Late Payment Charge | | | | | | | \$2.96 | \$242.70 | \$2.96 | \$1,803.44 |
| 05/20/25 | 05/21/25 | Late Payment Charge - Cancel Transaction | | | | | | | -\$2.96 | \$239.74 | -\$2.96 | \$1,800.48 |
| 05/20/25 | 05/21/25 | Bill - Actual | | 06/11/25 | 05/20/25 | 29 | 2,625.79 | 643.68 | \$258.26 | \$498.00 | \$161.59 | \$1,962.07 |
| 06/02/25 | 06/23/25 | Dispute | | | | | | | -\$1,974.80 | -\$1,476.80 | \$0.00 | \$1,962.07 |
| 06/02/25 | 06/23/25 | Current w/payoff balance | | | | | | | \$1,476.80 | \$0.00 | \$0.00 | \$1,962.07 |
| 06/02/25 | 06/23/25 | Payment | | | | | | | -\$240.00 | -\$240.00 | -\$240.00 | \$1,722.07 |
| 06/22/25 | 06/23/25 | Bill - Actual | | 07/14/25 | 06/22/25 | 33 | 3,752.89 | 1,127.10 | \$314.15 | \$74.15 | \$292.66 | \$2,014.73 |
| 07/17/25 | 07/22/25 | Payment | | | | | | | -\$74.15 | \$0.00 | -\$74.15 | \$1,940.58 |
| 07/21/25 | 07/22/25 | Dispute - Cancel Transaction | | | | | | | \$1,974.80 | \$1,974.80 | \$0.00 | \$1,940.58 |
| 07/21/25 | 07/22/25 | Current w/payoff balance | | | | | | | -\$1,476.80 | \$498.00 | \$0.00 | \$1,940.58 |
| 07/21/25 | 07/22/25 | Late Payment Charge | | | | | | | \$6.21 | \$504.21 | \$6.21 | \$1,946.79 |



Duquesne Light Company - Statement Of Account

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| Residential | | | | | | | | | | | | |
|------------------|---------------|--------------------------|------------|---------------|-----------------|------------------------|---------------|-----------|----------------------------------|-------------|---------------|-----------------|
| Transaction Date | Prepared Date | Transaction | Premise ID | Bill Due Date | Meter Read Date | Days in Billing Period | Meter Reading | KWh Usage | Bill, Payment, Adjustment Amount | Amount Due | Actual Amount | Account Balance |
| 07/21/25 | 07/22/25 | Bill - Actual | ██████████ | 08/12/25 | 07/21/25 | 29 | 5,558.57 | 1,805.68 | \$514.01 | \$1,018.22 | \$533.13 | \$2,479.92 |
| 07/30/25 | 08/20/25 | Meter Inspection Fee | | | | | | | \$20.00 | \$1,038.22 | \$20.00 | \$2,499.92 |
| 08/18/25 | 08/20/25 | Late Payment Charge | | | | | | | \$12.63 | \$1,050.85 | \$12.63 | \$2,512.55 |
| 08/19/25 | 08/20/25 | Bill - Actual | ██████████ | 09/10/25 | 08/19/25 | 29 | 7,114.70 | 1,556.13 | \$436.28 | \$1,487.13 | \$434.79 | \$2,947.34 |
| 08/25/25 | 09/18/25 | Dispute | | | | | | | -\$2,960.07 | -\$1,472.94 | \$0.00 | \$2,947.34 |
| 08/25/25 | 09/18/25 | Current w/payoff balance | | | | | | | \$1,472.94 | \$0.00 | \$0.00 | \$2,947.34 |
| 09/18/25 | 09/18/25 | Bill - Actual | ██████████ | 10/09/25 | 09/18/25 | 30 | 7,908.85 | 794.15 | \$319.00 | \$319.00 | \$190.91 | \$3,138.25 |
| 10/15/25 | 10/19/25 | Late Payment Charge | | | | | | | \$3.99 | \$322.99 | \$3.99 | \$3,142.24 |
| 10/19/25 | 10/19/25 | Bill - Actual | ██████████ | 11/10/25 | 10/19/25 | 31 | 8,676.69 | 767.84 | \$319.00 | \$641.99 | \$185.02 | \$3,327.26 |

DLC EXHIBIT NO. 6
REDACTED

Open

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]

Premise ID [redacted] 1205 PINE HOLLOW RD, MCKEES ROCKS, PA, 151361717053

Preferred Contact Method Not Applicable

Contact Date/Time 08-08-2025 / 01:29PM

Contact Class Billing / Payment

Contact Type BILL INQ Billing Inquiries

Comments [redacted] --MLD AND EMAILED MI UR TO ALEXANDRA VENA. MTR OF 1205 PINE HOLLOW RD MCKEES ROCKS PA 15136, REGISTERED CORRECTLY.

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]

Premise ID [redacted] 1205 PINE HOLLOW RD, MCKEES ROCKS, PA, 151361717053

Preferred Contact Method

Contact Date/Time 08-01-2025 / 12:14PM

Contact Class Field Work

Contact Type FWINFO Field Work Informational

Comments [redacted] --METER INSPECTION COMPLETED 7/31/2025 FOR 1205 PINE HOLLOW RD, MCKEES ROCKS, PA, 15136. THE CUSTOMER WAS NOT PRESENT. THE METER REGISTERED CORRECTLY. METER [redacted] READ 06190, FULL LOAD 100.101, LIGHT LOAD 100.113. THE LOAD AT INSPECTION TIME WAS 546. TECHNICIAN MARKED NO FOR ASSIGNMENT VERIFIED.

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99, [redacted]

Premise ID [redacted]

Preferred Contact Method

Contact Date/Time 07-31-2025 / 09:40AM

Contact Class Customer Choice

Contact Type DROPSUPP Supplier/Customer Cancel/Drop

Person ID   VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID   VENA,ALEXANDRA, Residential, \$641.99,

Premise ID 

Preferred Contact Method  Primary Phone: (412) 520-4222

Contact Date/Time /

Contact Class 

Contact Type  Customer Cancellation

Comments

Person ID   VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID   VENA,ALEXANDRA, Residential, \$641.99,

Premise ID 

Preferred Contact Method  Primary Phone: (412) 520-4222

Contact Date/Time /

Contact Class 

Contact Type  General Customer Contact

Comments

Person ID   VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID   VENA,ALEXANDRA, Residential, \$641.99,

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class 

Contact Type  PUC Complaint / Issue

Comments

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: (412) 520-4222
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99 [redacted]
Premise ID [redacted] 1205 PINE HOLLOW RD, MCKEES ROCKS, PA, 151361717053
Preferred Contact Method [dropdown]
Contact Date/Time 04-24-2025 / 02:27PM
Contact Class Universal Services
Contact Type USINQ Universal Service Inquiry
Comments [redacted] VENA,ALEXANDRA, CAP ONLINE CLOSED; SPOKE TO RP WILL BE REAPPLY LISTING ALL HH MEMBERS (HH2) AND CORRECT POI; JB

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: (412) 520-4222
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99 [redacted]
Premise ID [redacted] 1205 PINE HOLLOW RD, MCKEES ROCKS, PA, 151361717053
Preferred Contact Method [dropdown]
Contact Date/Time 04-24-2025 / 12:41PM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
Comments [redacted] ALEXANDRA CLD RE HIGH BILLS REC'D...REV'D 04/22 BILL FOR \$689.74... ADV'D ON BUDGET...HIGH USAGE IN WINTER & SUMMER...(RS)...STATED RARELY USES SPACE HEATERS...ADV'D PEAK WINTER USAGE IN 2025 1978 KWH; 2024 1477 KWH...FATHER H/O & SHE DOESN'T KNOW AGE OF APPLIANCES...REFERRED TO WEBSITE FOR USAGE DETAILS TO SCHEDULE ENERGY AUDIT...UPD INC...LVL1...REFERRED TO CAP/DEF...ADV'D OF 04/21 10 DAY S/O NOTICE FOR \$400.35 DUE BY 05/06...STATED PD \$50 TODAY...CS

Person ID [redacted] VENA,ALEXANDRA - Primary Phone: (412) 520-4222
Account ID [redacted] VENA,ALEXANDRA, Residential, \$641.99 [redacted]
Premise ID [redacted]
Preferred Contact Method Phone Primary Phone: (412) 520-4222
Contact Date/Time 04-24-2025 / 12:19PM
Contact Class General Customer Contact
Contact Type GCC General Customer Contact
Comments [redacted] SPOKE TO ALEXANDRA VERIF ACCT. CUST CALLED IN VERY UPSET WHY HER BILL IS SO HIGH SHE STATED WE ARE STEALING MONEY FROM HER AND WE NEED TO TAKE IT OFF OF HER BILL. EXPLAINED SHE IS ON BUDGET AS WELL AS A PAYMENT ARRANGEMENT AND MAKING PARTIAL PAYMENTS TOWARDS HER BILLS. TRANSF CALL TO BILLING PER CUST REQ - ACCIDENTALLY COLD TRANSFER INSTEAD OF CONSULT TRANSFER.

Person ID   VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID   VENA,ALEXANDRA, Residential, \$641.99

Premise ID 

Preferred Contact Method Primary Phone: (412) 520-4222

Contact Date/Time /

Contact Class

Contact Type  General Customer Contact

Comments

Person ID   VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID   VENA,ALEXANDRA, Residential, \$641.99

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Supplier Enrollment Letter

Person ID   VENA,ALEXANDRA - Primary Phone: (412) 520-4222

Account ID   VENA,ALEXANDRA, Residential, \$641.99,

Premise ID 

Preferred Contact Method

Contact Date/Time /

Contact Class

Contact Type  Supplier Enrollment Letter

| | | |
|--------------------------|---|---|
| Person ID | <input type="text" value="REDACTED"/> | VENA,ALEXANDRA - Primary Phone: (412) 520-4222 |
| Account ID | <input type="text" value="REDACTED"/> | VENA,ALEXANDRA, Residential, \$641.99 <input type="text" value="REDACTED"/> |
| Premise ID | <input type="text"/> | |
| Preferred Contact Method | <input type="text"/> | |
| Contact Date/Time | <input type="text" value="11-22-2024"/> / <input type="text" value="09:26AM"/> | |
| Contact Class | <input type="text" value="Legal / Regulatory"/> | |
| Contact Type | <input type="text" value="PUC ISSUE"/> | PUC Complaint / Issue |
| Comments | <p>REDACTED BCS CASE #4009378 CLOSED 11/21/24. DECISION ISSUED: THIS INFORMAL COMPLAINT IS DISMISSED IN PART AND GRANTED IN PART. THE CUSTOMER'S BILLING DISPUTE IS DISMISSED. THE CUSTOMER'S REQUEST FOR A PAYMENT ARRANGEMENT IS GRANTED. LEVEL 1 PUC PAR ISSUED: BUDGET + \$27.00 BEGINNING JAN 2025 DUE DATE.</p> | |

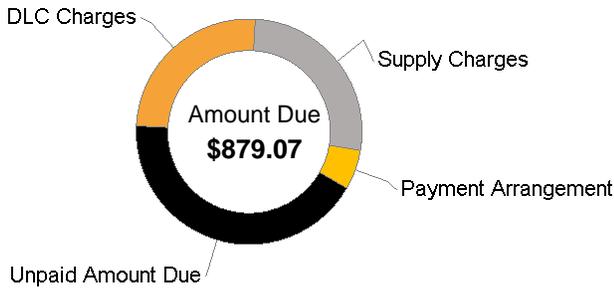
DLC EXHIBIT NO. 7
REDACTED



ALEXANDRA VENA
1205 PINE HOLLOW RD
Account # [REDACTED]

| Due Date | Amount Due |
|------------|------------|
| 08/08/2024 | \$879.07 |

Bill Summary



Bill ID: [REDACTED] Date Prepared: 07/18/2024

| | |
|--------------------------------------|-------------------|
| Previous Account Balance | \$984.65 |
| Payment(s) Received as of 07/08/2024 | -\$327.00 |
| Balance Forward | \$657.65 |
| DLC Charges | \$220.17 |
| Supply Charges | \$235.27 |
| NEW ACCOUNT BALANCE | \$1,113.09 |

| | |
|---|-----------------|
| Previous Amount Due | \$700.63 |
| Total Payment(s) as of 07/08/2024 | -\$327.00 |
| Current Amount Due (see Page 3 for Details) | \$505.44 |
| AMOUNT DUE BY 08/08/2024 | \$879.07 |

Message Center

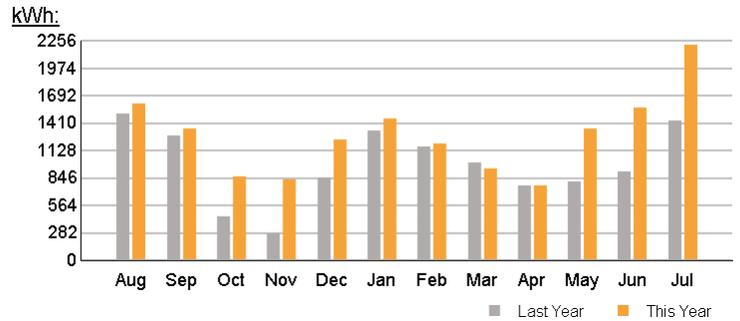
My Alerts provides notifications with real-time outage and restoration progress when the power goes out. Login to your account on our website (DuquesneLight.com/MyAlerts), the DLC Mobile App or scan the QR code to ensure we have your preferred contact information. You can receive personalized alerts and updates through email, text and/or phone call. When you're out, we're on. Register today!



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 | 2235 | 77 | 29 | 78 |
| Last Month | 1590 | 51 | 31 | 73 |
| Same Month Last Year | 1458 | 49 | 30 | 74 |



Average Monthly Usage for the last 12 months: 1306 kWh
Total Annual Usage for the last 12 months: 15666 kWh

BI_POSTAL_20240718PRD.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 2024-08-08

| Due Date | Amount Due |
|------------|------------|
| 08/08/2024 | \$879.07 |

\$ [REDACTED]

USD Amount Enclosed



Account # [REDACTED]

ALEXANDRA VENA
1205 PINE HOLLOW RD
MCKEES ROCKS PA 15136-1717

Please mail payment to:

DUQUESNE LIGHT COMPANY
PO BOX 371324
PITTSBURGH PA 15250-7324



 ALEXANDRA VENA

Account # [REDACTED]

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

Customer Assistance Program (CAP)

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

High bills?

Get predictable monthly payments with **Budget Billing**.

ENROLL TODAY at
DuquesneLight.com/budget



SCAN HERE
to register for **AutoPay**.



DuquesneLight.com/autopay



Account Detail

1205 PINE HOLLOW RD

Supplier Agreement ID: [REDACTED]

Meter Reading Usage Information

| | |
|------------------------|-------------|
| Meter Number | [REDACTED] |
| Present 07/18/2024 Act | 89,525.6510 |
| Prior 06/19/2024 Act | 87,290.9070 |
| Difference | 2,234.7440 |
| Your Meter Multiplier | 1 |
| Total kWh Used | 2,234.7440 |

Current Bill Details

| | | |
|-----------------------------|----------------------------|-----------------|
| DLC Rate | RS-Residential Service | |
| Price to Compare | \$0.1053 / kWh | |
| DLC Charges | | \$220.17 |
| Customer Charge | | \$12.50 |
| Distribution | 2234.7440 kWh @ \$0.089463 | \$199.93 |
| DSIC Surcharge | 4.01% | \$8.52 |
| Pennsylvania Tax Adjustment | | -\$0.78 |
| | | ----- |
| Supply Charges | | \$235.27 |
| Supply | 2234.7440 kWh @ \$0.081229 | \$181.53 |
| Transmission | 2234.7440 kWh @ \$0.024048 | \$53.74 |
| | | ----- |

Total kWh Used 2,234.7440

Service Charges \$455.44

Current Amount Due Detail

| | | |
|-----------------------------|----------|-----------------|
| Service Charges | | |
| DLC Charges | | \$220.17 |
| Supply Charges | | \$235.27 |
| Payment Arrangement Detail | | |
| Payment Arrangement Balance | \$330.58 | |
| Payment Arrangement Amount | | \$50.00 |
| | | ----- |
| Subtotal | | \$505.44 |

Shopping and Supplier Information

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

Supplier Agreement ID: [REDACTED]

Rate Schedule: RS-Residential Service

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

Additional Notifications

- A change in the Distribution System Improvement Charge, effective July 1, will decrease your monthly bill by about \$0.11, or less than 1%.
- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 14-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- DLC offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or learn more about these programs, visit WattChoices.com
- **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 \$30.97 in estimated PA State Taxes, of which \$26.87 is PA Gross Receipts Tax.

DLC EXHIBIT NO. 8
REDACTED




ALEXANDRA VENA
1205 PINE HOLLOW RD
MC KEES ROCKS PA 15136-1717

Service Address:
1205 PINE HOLLOW RD
MCKEES ROCKS, PA 15136-1717

Account Number: XXXXXXXXXX

February 04, 2024

RE: Removal from CAP

Dear Customer,

Due to the reason listed below, you have been removed from Duquesne Light Company's Customer Assistance Program (CAP) as of 02/02/2024:

We have made attempts to contact you by telephone and/or letter to obtain the required household income information for your recertification in CAP and we have not received this information.

If you are enrolled in AutoPay, your automated bill payments have been cancelled due to your default from CAP. Please refer to your most recent bill to confirm any amount being deducted from your account this month or for any outstanding amount still owed. To restart AutoPay, enroll at [DuquesneLight.com/autopay](https://www.duquesnelight.com/autopay).

To be reinstated in the CAP program, please contact your local CAP agency:

HOLY FAMILY INSTITUTE
19 MAY AVENUE
MCKEES ROCKS, PA 15136
(412) 331-8665

Before you can be reinstated, you may be required to:

- Pay a CAP catch-up amount based on your outstanding balance
- Provide information about members of your household and household income
- Complete a Smart Comfort energy assessment visit

CAP provides income qualified customers with reduced monthly payments, referrals to other community resources and information about reducing your electric use. We value you as a customer and are here to help. If you'd like to be reinstated in CAP or if we can be of any other assistance, please contact HOLY FAMILY INSTITUTE.

Sincerely,

Customer Service Department

CAPDFLT

DLC EXHIBIT NO. 9
REDACTED



ALEXANDRA VENA
alexandravena24@icloud.com

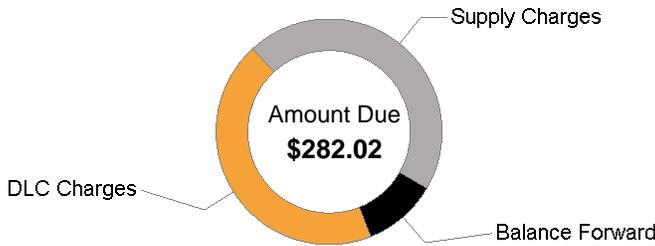
Account # [REDACTED]

| Due Date | Amount Due |
|------------|------------|
| 03/11/2024 | \$282.02 |

Bill Summary

Bill ID: [REDACTED] Date Prepared: 02/19/2024

| | |
|--------------------------------------|-----------------|
| Previous Account Balance | \$60.00 |
| Payment(s) Received as of 02/15/2024 | -\$30.00 |
| Balance Forward | \$30.00 |
| DLC Charges | \$124.64 |
| Supply Charges | \$127.38 |
| AMOUNT DUE BY 03/11/2024 | \$282.02 |



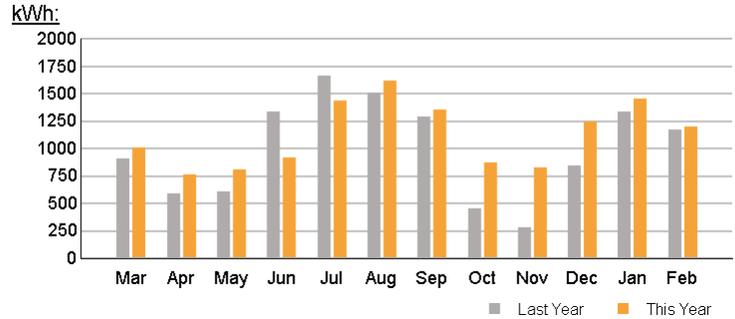
Message Center

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 | 1218 | 42 | 29 | 39 |
| Last Month | 1477 | 43 | 34 | 35 |
| Same Month Last Year | 1196 | 40 | 30 | 39 |



Average Monthly Usage for the last 12 months: 1145 kWh
Total Annual Usage for the last 12 months: 13740 kWh

BI_EBILL_20240219PRD.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 2024-03-11



Account # [REDACTED]

| Due Date | Amount Due |
|------------|------------|
| 03/11/2024 | \$282.02 |

\$ [REDACTED]

USD Amount Enclosed

ALEXANDRA VENA
alexandravena24@icloud.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:

- **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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- **DLC Charges** – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
- **Kilowatt-Hour (kWh)** – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10, 100-watt light bulbs left on for one hour.
- **Meter Reading** – An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
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- **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.
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- **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



High bills?

Get predictable monthly payments with **Budget Billing**.

ENROLL TODAY at
DuquesneLight.com/budget



Account Detail

1205 PINE HOLLOW RD

Supplier Agreement ID: [REDACTED]

Meter Reading Usage Information

| | |
|------------------------|-------------|
| Meter Number | [REDACTED] |
| Present 02/19/2024 Act | 82,563.5130 |
| Prior 01/21/2024 Act | 81,345.2140 |
| Difference | 1,218.2990 |
| Your Meter Multiplier | 1 |
| Total kWh Used | 1,218.2990 |

Current Bill Details

| | | |
|-----------------------------|---------------------------|-----------------|
| DLC Rate | RS-Residential Service | |
| Price to Compare | \$0.1046 / kWh | |
| DLC Charges | | \$124.64 |
| Customer Charge | | \$12.50 |
| Distribution | 1218.2990 kWh@ \$0.088763 | \$108.14 |
| DSIC Surcharge | 3.68% | \$4.44 |
| Pennsylvania Tax Adjustment | | -\$0.44 |
| | | ----- |
| Supply Charges | | \$127.38 |
| Supply | 1218.2990 kWh@ \$0.082038 | \$99.95 |
| Transmission | 1218.2990 kWh@ \$0.022514 | \$27.43 |
| | | ----- |

Total kWh Used 1,218.2990

Service Charges \$252.02

Shopping and Supplier Information

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

Additional Notifications

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- 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
- Join our Budget Plan for consistent bills at DuquesneLight.com/budget. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.
- Sign up for AutoPay and learn about other convenient payment options by visiting DuquesneLight.com
- Your bill contains \$17.14 in estimated PA State Taxes, of which \$14.87 is PA Gross Receipts Tax.

DLC EXHIBIT NO. 10
REDACTED



ALEXANDRA VENA
alexandravena24@icloud.com

Account # [REDACTED]

| Due Date | Amount Due |
|------------|------------|
| 02/13/2023 | \$0.00 |

Bill Summary



Bill ID: [REDACTED] Date Prepared: 01/22/2023

| | |
|---|------------------|
| Previous Bill | \$73.00 |
| Payment(s) Received | \$0.00 |
| LIHEAP Grant(s) Received as of 12/28/2022 | -\$300.00 |
| Balance Forward | -\$227.00 |
| Current Amount Due (see Page 3 for Details) | \$263.11 |
| CAP Discount | -\$190.11 |
| NEW ACCOUNT BALANCE | -\$154.00 |
| AMOUNT DUE BY 02/13/2023 | \$0.00 |

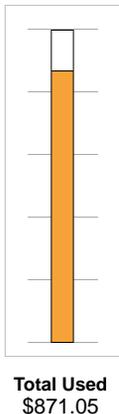
Account Balances

Customer Assistance Program (CAP)

| | |
|----------------------------------|------------|
| Annual CAP Discount Reset Date | 07/01/2023 |
| Maximum Annual CAP Discount | \$1,000.00 |
| Annual CAP Discount Used to Date | -\$871.05 |
| Remaining CAP Discount | \$128.95 |

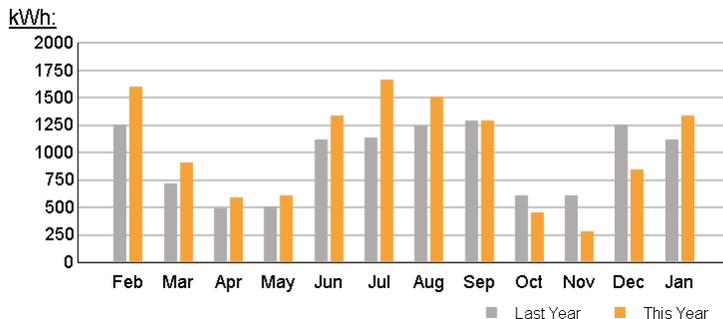
Total Account Balance

| | |
|-------------------------|-----------|
| Last Account Balance | \$73.00 |
| Account Adjustments | \$0.00 |
| Payments received | -\$300.00 |
| Current service charges | \$263.11 |
| Debt forgiven | \$0.00 |
| CAP discount applied | -\$190.11 |
| Total Account balance | -\$154.00 |



Usage Comparison Chart

| Period | Total kWh Usage | Avg Daily kWh Usage | # of Days | Avg Daily Temp (F) |
|----------------------|-----------------|---------------------|-----------|--------------------|
| Current Month | 1355 | 41 | 33 | 29 |
| Last Month | 869 | 27 | 32 | 38 |
| Same Month Last Year | 1140 | 36 | 32 | 34 |



Average Monthly Usage for the last 12 months: 1056 kWh
Total Annual Usage for the last 12 months: 12667 kWh

BI_EBILL_20230122PRD.xml

Online: www.DuquesneLight.com

Phone: 412-393-7100

Billing and meter reading details on page 3

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

A late charge of 1.25% may be assessed after 2023-02-13

| Due Date | Amount Due |
|------------|------------|
| 02/13/2023 | \$0.00 |

\$ [REDACTED]

USD Amount Enclosed



Account # [REDACTED]

ALEXANDRA VENA
alexandravena24@icloud.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:** 412-393-7100 **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:

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

Understanding Your Bill

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

Customer Assistance Program (CAP)

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

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



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

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

**FOR MORE INFO, VISIT:
DUQUESNELIGHT.COM/DEF**



Message Center

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

Need help paying your electric bill? Learn more about our energy assistance programs at DuquesneLight.com/assistance.

Account Detail

1205 PINE HOLLOW RD

Supplier Agreement ID: [REDACTED]

Meter Reading Usage Information

| | |
|------------------------|-------------|
| Meter Number | [REDACTED] |
| Present 01/21/2023 Act | 67,627.3900 |
| Prior 12/19/2022 Act | 66,272.0490 |
| Difference | 1,355.3410 |
| Your Meter Multiplier | 1 |
| Total kWh Used | 1,355.3410 |

Current Bill Details

| | | |
|-----------------------------|---------------------------|-----------------|
| DLC Rate | RS-Residential Service | |
| Price to Compare | \$0.1125 / kWh | |
| DLC Charges | | \$110.56 |
| Customer Charge | | \$12.50 |
| Distribution | 1355.3410 kWh@ \$0.072493 | \$98.25 |
| DSIC Surcharge | -0.08% | -\$0.09 |
| Pennsylvania Tax Adjustment | | -\$0.10 |
| | | ----- |
| Supply Charges | | \$152.55 |
| Supply | 1355.3410 kWh@ \$0.088349 | \$119.74 |
| Transmission | 1355.3410 kWh@ \$0.024211 | \$32.81 |
| | | ----- |

Total kWh Used 1,355.3410

Service Charges \$263.11

Current Amount Due Detail

| | |
|-----------------|-----------------|
| Service Charges | |
| DLC Charges | \$110.56 |
| Supply Charges | \$152.55 |
| | ----- |
| Subtotal | \$263.11 |

Shopping and Supplier Information

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

Supplier Agreement ID: [REDACTED]
Rate Schedule: RS-Residential Service

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

Additional Notifications

- A change in the State Tax Adjustment Surcharge, effective January 1, will decrease your overall monthly bill by about \$0.08, or less than 1%.
- Changes in the Distribution rate, reflecting expenses related to energy-assistance programs for low-income customers, effective January 1, will increase your monthly bill by \$3.15, or 2%.
- A change in the Customer Charge, reflecting poly-phase Smart Meter expenses (see Understanding Your Bill section on page 2), effective January 1, will decrease your monthly bill by \$0.04, or less than 1%.
- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.

Additional Notifications

- Duquesne Light offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit www.wattchoices.com.
- You can join our Budget Plan by calling us at (412) 393-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.
- SIGN UP FOR AUTOPAY and learn about other convenient payment options by visiting our website www.duquesnelight.com.
- Estimated Gross Receipts Tax of \$15.52 and Estimated PA State Tax of \$17.89 are included in your rates.

DLC EXHIBIT NO. 11
REDACTED



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

ALEXANDRA VENA
ACCOUNT #

| | |
|-------------------------|-------------------------------------|
| TYPE: | Customer Assistance Program |
| INITIATION DATE: | 07/01/19 |
| ACCOUNT BALANCE: | \$424.23 |
| TERMS: | 2% of income or \$20.00 CAP minimum |
| COMPLIANCE: | Defaulted 02/02/24 |

| | |
|-------------------------|---|
| TYPE: | Company-Issued Payment Arrangement |
| INITIATION DATE: | 03/29/24 |
| ACCOUNT BALANCE: | \$484.02 |
| TERMS: | \$50 Upfront; then current bill plus \$50 |
| COMPLIANCE: | |

| | |
|-------------------------|--|
| TYPE: | Company-Issued Payment Arrangement |
| INITIATION DATE: | 08/08/24 |
| ACCOUNT BALANCE: | \$857.09 |
| TERMS: | \$72 Upfront; then budget bill plus \$66 |
| COMPLIANCE: | |

| | |
|-------------------------|---|
| TYPE: | PUC-Issued Payment Arrangement [REDACTED] |
| INITIATION DATE: | 11/21/24 |
| ACCOUNT BALANCE: | \$1,607.59 |
| TERMS: | Budget bill plus \$27.00 |
| COMPLIANCE: | No |