

Ashley Strawn
Director, Customer Contact & Service Excellence
astrawn@duqlight.com
412-992-1741



Mary Kellam
Specialist, Regulatory Performance
mkellam@duqlight.com
412-393-6099

December 29, 2025

VIA ELECTRONIC FILING

Secretary Matthew L. Homsher, Esq.
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
2nd Floor, Room-N201
400 North Street
Harrisburg, PA 17120

**Re: Duquesne Light Company – Notice of Filing in Compliance with November 7, 2024 Order,
Docket Number R-2024-3046523**

Dear Secretary Homsher:

Pursuant to the November 7, 2024 Order adopted by the Pennsylvania Public Utility Commission (PUC) at Docket Number R-2024-3046523, and in compliance with Paragraph 85 of the Settlement Agreement to the 2024 Base Rate Case of Duquesne Light Company (DLC), DLC hereby submits this Notice of Completion of the 2025 Customer Service Performance Improvement Efforts Report. The report outlines the Company's efforts in improving customer service performance and provides parties with public information related to continuous improvement, corrective action efforts, and outcomes. This Notice of Completion serves to inform the Commission that DLC has complied with this settlement requirement for 2025.

In accordance with the requirements in Paragraph 85 of the settlement, the report was submitted to all external settlement parties on November 10, 2025, over 30 days prior to the annual meeting with parties to the proceeding. The meeting with DLC and the settlement parties was held on December 17th, 2025, and the final informational report was submitted to the Bureau of Consumer Services.

If you have any questions, please contact us.

Sincerely,

A handwritten signature in black ink that reads "A Strawn".

Ashley Strawn
Director, Customer Contact & Service Excellence

A handwritten signature in blue ink that reads "Mary Kellam".

Mary Kellam
Specialist, Regulatory Performance