



Michael Brechlin
Assistant General Counsel, Regulatory

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

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

February 27, 2026

VIA ELECTRONIC FILING

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

**Re: Duquesne Light Company's Customer Outreach & Education Plan Annual Update:
March 1, 2026
Docket No. M-2019-3008227**

Dear Secretary Homsher:

Enclosed for filing at the above-captioned docket, please find Duquesne Light Company's (the "Company") Customer Outreach & Education Plan Annual Update: March 1, 2026.

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 written over a light blue horizontal line.

Michael Brechlin
Assistant General Counsel, Regulatory

Enclosure

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):

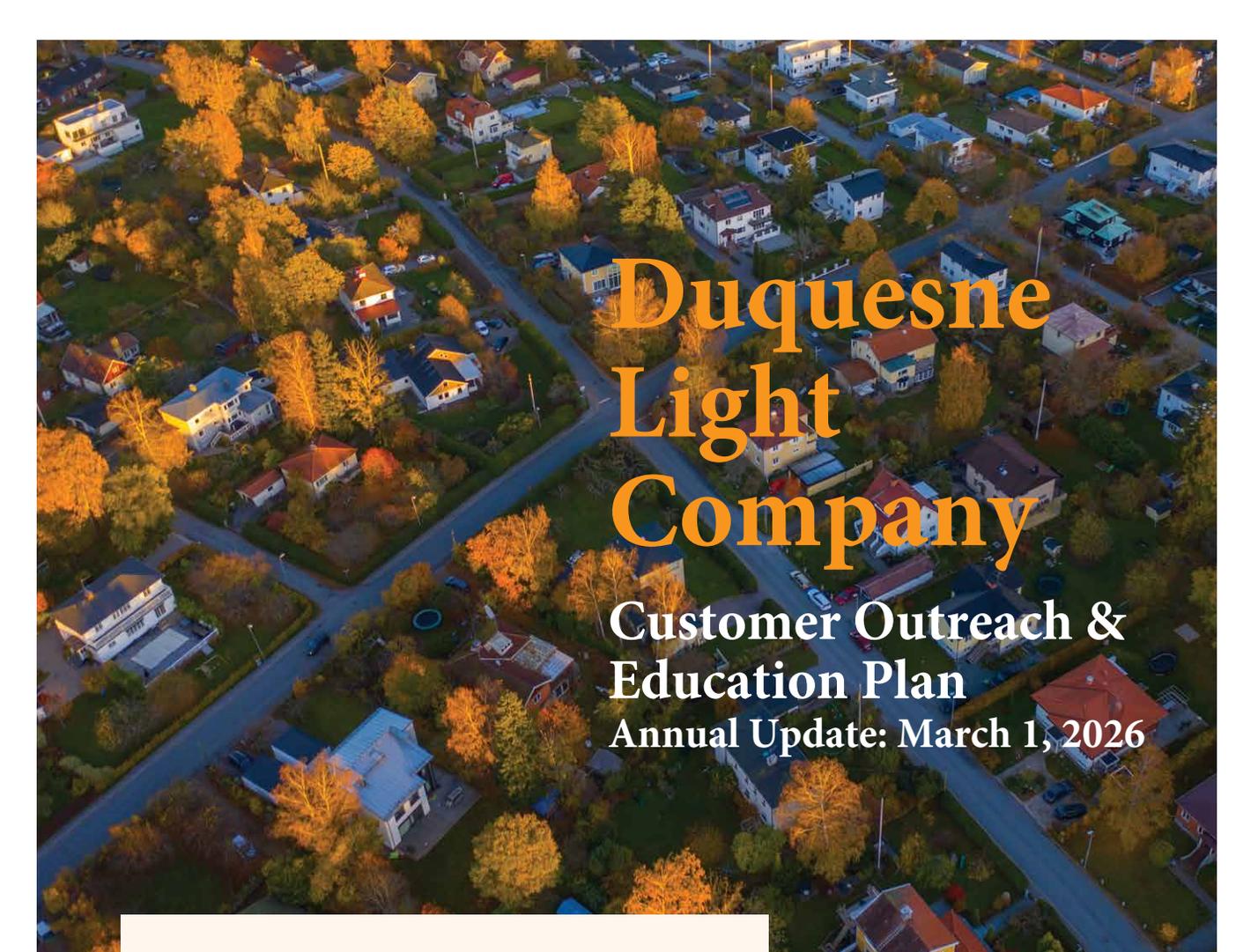
ELECTRONIC MAIL

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 Rebecca Lyttle 555 Walnut Street, 1 st Floor Harrisburg, PA 17101 rlyttle@pa.gov
Office of Consumer Advocate Christy Appleby, Esquire 555 Walnut Street, Fifth Floor cappleby@paoca.org	John Sweet, Esquire Pennsylvania Utility Law Project 118 Locust Street Harrisburg, PA 17101 Pulp@pautilitylawproject.org

Date: February 27, 2026



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Duquesne Light Company

Customer Outreach &
Education Plan
Annual Update: March 1, 2026

The Customer Outreach & Education Plan Annual Update outlines key highlights from Duquesne Light Company's 2025 Outreach efforts and presents the proposed 2026 Customer Outreach & Education Plan.

Table of Contents

New Customer Assistance Program Booklet.....	3-4
2025 Community Outreach Events.....	5-7
Income Eligible Energy Kit Program.....	8



We are here to help you.
[Duquesnelight.com/SmartComfort](https://duquesnelight.com/SmartComfort)

New Customer Assistance Program Booklet



If you're having financial hardship, assistance is available. Duquesne Light Company (DLC) can help you find which assistance option is right for you.



Customer Assistance Program Booklet Enhances Outreach Efforts

To improve customer engagement and access to support services, DLC has developed a new Customer Assistance Program booklet. This comprehensive resource consolidates all available customer programs into one easy-to-navigate format. It provides clear information on energy efficiency initiatives, bill support options, and community resources, helping customers better understand and utilize the assistance available to them. The booklet is designed to enhance transparency and strengthen outreach by offering a centralized overview of support programs.



Online Availability

- ✓ In addition to printed copies, the booklet is also available online, ensuring broader accessibility and convenience for customers who prefer digital resources. This dual-format approach supports our commitment to meeting customers where they are and making assistance easier to find and use.

UNIVERSAL SERVICES COMMUNITY PARTNERS

HOLY FAMILY INSTITUTE
Clyburn Shopping Center Unit #12
4313 Walnut St.
McKeesport, PA 15122
Phone: 412-955-4218
Fax: 412-856-4322

HOLY FAMILY INSTITUTE
19 May Avenue
McKees Rocks, PA 15136
Phone: 412-331-8565
Fax: 412-331-0982

HOLY FAMILY INSTITUTE
Theresa Center Offices 1789 S. Bradwood
Pittsburgh, PA 15218
Phone: 412-244-8010
Fax: 412-244-8090

HOLY FAMILY INSTITUTE
2020 Main Street, Suite B
Alliquipp, PA 15001
Phone: 724-788-1564
Fax: 724-378-9809

HOLY FAMILY INSTITUTE
The Cornerstone
600 6th Street
Beaver Falls, PA 15005
Phone: 724-846-6400
Fax: 724-846-6406

CATHOLIC CHARITIES
111 Boulevard of the Allies
Pittsburgh, PA 15222
Phone: 412-225-6149
Fax: 412-456-8931

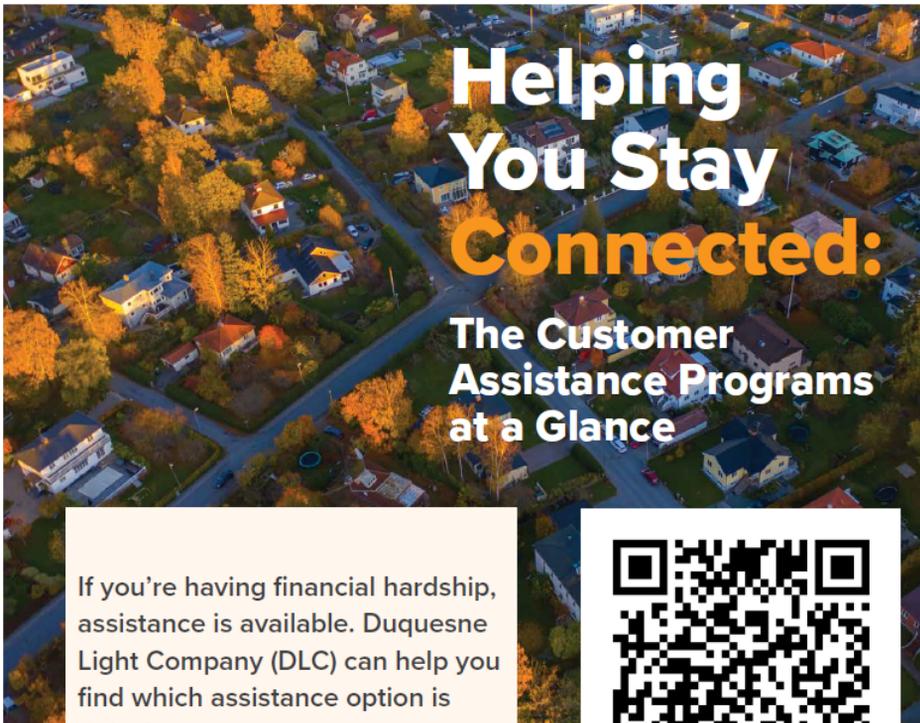
2025 FEDERAL INCOME GUIDELINES: CAP PROGRAM

No. in Household	Monthly Income	Yearly Income
1	\$1,956	\$23,475
2	\$2,644	\$31,725
3	\$3,331	\$39,975
4	\$4,019	\$48,225
5	\$4,706	\$56,475
6	\$5,394	\$64,725
Each additional	\$688	\$8,250

*Note: The amounts listed above are the maximum gross income amounts (before taxes) allowed for each income size.



Outreach Event Table Sign



Helping You Stay Connected:

The Customer Assistance Programs at a Glance

If you're having financial hardship, assistance is available. Duquesne Light Company (DLC) can help you find which assistance option is right for you.



Energy Efficiency Programs:



DLC customers can take advantage of a variety of rebates that will help lower energy costs.

My Electric Use:



Tracking your electric use can help conserve energy and cut costs. My Electric Use will help you do just that.



Outreach Poster

DLC partnered with community organizations across our service territory by distributing posters promoting available energy assistance. Each poster features a QR code directing customers to resources and support options. This collaboration expands our outreach and ensures customers receive information where they already live, work, and gather.



DLC DUQUESNE LIGHT CO.

Residential Customer Assistance Programs



**Helping You Stay Connected:
Find Out what Assistance Programs are for You.** →



Energy Efficiency Programs & Rebates:



DLC customers can take advantage of a variety of rebates that will help lower energy costs.

My Electric Use:



Tracking your electric use can help conserve energy and cut costs. My Electric Use will help you do just that.

DLC DUQUESNE LIGHT CO.

Community Events

DLC Strengthens Community Connections Through Outreach Events

DLC proudly participated in 104 community outreach events across Allegheny and Beaver counties, distributing a total of 8,556 energy-efficient measures to local residents. These events included tabling opportunities, presentations, and sign-up sessions held at senior centers, food distribution locations, and at various community centers.

Being face-to-face with our customers is a vital part of our mission. These interactions allow us to raise awareness about the wide range of programs DLC offers and to guide customers on their journey toward participation. It's about more than just sharing resources, it's about building trust and helping our customers feel confident and supported by DLC.



Event Type Breakout:

- 22 Food Distribution
- 21 Community Events
- 18 Dedicated Senior Days
- 12 Resource Fairs
- 15 Faith Based Organizations
- 6 DLC Hosted
- 7 CAP Hosted
- 3 City of Pittsburgh Partnerships



The goal of 2026 is to expand outreach event participation and energy-efficiency education while deepening community engagement and driving higher program enrollment. DLC will also strengthen coordination with Act 129 energy-efficiency programs to ensure customers have clear pathways to savings and support



Community Event Photos



Income Eligible Customer Kit



Program Summary

This kit was part of DLC's energy assistance efforts to help eligible customers reduce energy usage and improve efficiency in their homes. These kits were provided at no cost to customers who met a specific set of eligibility criteria. Customers who qualified were notified by email in advance to let them know that a kit will be sent to their residence.

Energy Kit Eligibility

- ➔ Currently enrolled in CAP
- ➔ Have average usage over 500 kWh.
- ➔ Provided Duquesne Light Company with an email address.

Kit Contents

- ➔ 6 LED Light Bulbs
- ➔ 2 LED Nightlights