



**March 25, 2026**

To: All Parties of Record at Docket No. M-2019-3008227

**RE: Duquesne Light Company Customer Education & Outreach Plan Annual Update**

*Overview*

On March 2, 2026, Duquesne Light Company (Duquesne) filed its annual update to its Customer Education & Outreach Plan (March 2026 CEOP)<sup>1</sup> in compliance with the Pennsylvania Public Utility Commission's (Commission's) Order entered on April 21, 2022 (April 2022 Order) at Docket No. M-2019-3008227. April 2022 Order at 96, OP #9.

On March 9, 2026, the Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania (CAUSE-PA) filed a Letter in Response to Duquesne's Compliance Filing (CAUSE-PA Letter). CAUSE-PA asserts, *inter alia*, that the March 2026 CEOP does not meet the requirements established in the April 2022 Order. CAUSE-PA also states the March 2026 CEOP does not provide specific or measurable outreach activities or goals, performance metrics, or an evaluation framework to assess whether the described activities are effectively increasing customer awareness or participation in available programs. CAUSE-PA recommends, *inter alia*, that the Commission direct Duquesne to, *inter alia*, continue to work collaboratively with the members of its Income Eligible Advisory Group (IEAG). CAUSE-PA Letter at 2-5.

The Commission's Bureau of Consumer Services (BCS) reviewed Duquesne's March 2026 CEOP and agrees with CAUSE-PA that it does not appear that Duquesne has complied with the April 2022 Order in the drafting of the March 2026 CEOP, as explained below.

*Background*

The April 2022 Order approved Duquesne's initial CEOP but outlined several steps to enhance it, including having Duquesne work with its IEAG and the Commission's Office of Communications to develop its CEOP to include detailed efforts on new and ongoing/existing initiatives and deciding whether further methods of outreach would be beneficial. April 2022 Order at 51-52.

*Discussion*

BCS notes that Duquesne's 2026 update to its CEOP is not consistent with the directive of the April 2022 Order. The Commission directed Duquesne to work with its IEAG and the

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<sup>1</sup> Duquesne refers to its CEOP as the Customer Outreach & Education Plan.

Commission's Office of Communications to enhance its CEOP. April 2022 Order at 52, 96. It does not appear these parties were consulted in the development of the March 2026 CEOP.

*Conclusion*

Duquesne is directed to meet with its IEAG and the Commission's Office of Communications to incorporate their input into its CEOP, consistent with the April 2022 Order. Duquesne shall re-file its 2026 update within 60 days from the date of this Secretarial Letter.

The staff determinations in this Secretarial Letter have been made by BCS staff under authority delegated by the Commission. Parties have the right to seek reconsideration of this staff action. These determinations relative to the review of Duquesne's 2026 update to its CEOP will be deemed to be the final action of the Commission unless reconsideration of the directives in this Secretarial Letter is sought from the Commission within 20 days after service of this Secretarial Letter. *See* 52 Pa. Code § 5.44 (relating to petitions for appeal from actions of the staff).

Questions may be directed to Jennifer Johnson in the Commission's Bureau of Consumer Services at [jennifjohn@pa.gov](mailto:jennifjohn@pa.gov).

Sincerely,



Matthew L. Homsher  
Secretary

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