

COMMONWEALTH OF PENNSYLVANIA
(Public Utility Commission)

-----*
VALERIE HOBSON, :
Complainant, : Docket No.:
vs. : C-2026-3060330 /
DUQUESNE LIGHT COMPANY, : C-2026-3060467
Respondent. :
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Pages 1 through 58 TELEPHONIC HEARING
Judge's Chambers
Commonwealth Keystone Bldg.
400 North Street
Harrisburg, PA 17120

Wednesday, May 6, 2026
Met, pursuant to notice, at 10:14 a.m.

BEFORE: THE HONORABLE CHAD L. ALLENSWORTH
Administrative Law Judge

EXHIBITS INDEX

NUMBER	IN EVIDENCE
COMPLAINANT:	
NONE	
DUQUESNE LIGHT COMPANY:	
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DLC EXHIBIT NO. 1
REDACTED



Duquesne Light Company - Statement Of Account

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Account #:	██████0000
Name:	HOBSON,DELMAR

Paid Deposit Amount:	\$0.00
Disputed Amount:	\$2,222.65

Premise ID	Service Address
██████0605	225 DELAWARE AVE, N VERSAILLES, PA 15137

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
01/13/20	01/19/20	Late Payment Charge							\$6.95	\$570.39	\$6.95	\$2,045.06
01/15/20	01/19/20	Payment							-\$125.00	\$445.39	-\$125.00	\$1,920.06
01/19/20	01/19/20	Bill - Actual	██████0605	02/10/20	01/18/20	33	86,348.07	3,787.82	\$244.00	\$689.39	\$464.94	\$2,385.00
02/05/20	02/17/20	Payment							-\$300.00	\$389.39	-\$300.00	\$2,085.00
02/17/20	02/17/20	Dispute - Cancel Transaction							\$1,646.84	\$2,036.23	\$0.00	\$2,085.00
02/17/20	02/17/20	Current w/payoff balance							-\$98.07	\$1,938.16	\$0.00	\$2,085.00
02/17/20	02/17/20	Payment Arrangement							-\$937.59	\$1,000.57	\$0.00	\$2,085.00
02/17/20	02/17/20	Bill - Actual	██████0605	03/09/20	02/16/20	29	90,201.55	3,853.48	\$244.00	\$1,244.57	\$475.25	\$2,560.25
03/03/20	03/17/20	Dispute							-\$2,560.25	-\$1,315.68	\$0.00	\$2,560.25
03/03/20	03/17/20	Current w/payoff balance							\$1,315.68	\$0.00	\$0.00	\$2,560.25
03/17/20	03/17/20	Bill - Actual	██████0605	04/07/20	03/16/20	29	93,271.45	3,069.90	\$244.00	\$244.00	\$381.19	\$2,941.44
03/27/20	04/19/20	Payment							-\$200.00	\$44.00	-\$200.00	\$2,741.44
04/19/20	04/19/20	Bill - Actual	██████0605	05/11/20	04/18/20	33	95,697.65	2,426.20	\$244.00	\$288.00	\$305.20	\$3,046.64
04/22/20	05/18/20	Payment							-\$244.00	\$44.00	-\$244.00	\$2,802.64
05/12/20	05/18/20	Payment							-\$44.00	\$0.00	-\$44.00	\$2,758.64
05/18/20	05/18/20	Bill - Actual	██████0605	06/08/20	05/17/20	29	97,509.65	1,812.00	\$244.00	\$244.00	\$244.64	\$3,003.28
06/05/20	06/17/20	Payment							-\$244.00	\$0.00	-\$244.00	\$2,759.28



Duquesne Light Company - Statement Of Account

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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
06/17/20	06/17/20	Bill - Actual	██████0605	07/08/20	06/16/20	30	98,063.16	553.51	\$244.00	\$244.00	\$87.32	\$2,846.60
07/15/20	07/20/20	Payment							-\$244.00	\$0.00	-\$244.00	\$2,602.60
07/20/20	07/20/20	Bill - Actual	██████0605	08/10/20	07/19/20	33	98,606.79	543.63	\$240.00	\$240.00	\$85.84	\$2,688.44
08/07/20	08/18/20	Dispute - Cancel Transaction							\$2,560.25	\$2,800.25	\$0.00	\$2,688.44
08/07/20	08/18/20	Current w/payoff balance							-\$378.09	\$2,422.16	\$0.00	\$2,688.44
08/07/20	08/18/20	Payment Arrangement							-\$937.59	\$1,484.57	\$0.00	\$2,688.44
08/14/20	08/18/20	Payment							-\$240.00	\$1,244.57	-\$240.00	\$2,448.44
08/18/20	08/18/20	Bill - Actual	██████0605	09/08/20	08/17/20	29	99,123.37	516.59	\$264.00	\$1,508.57	\$82.21	\$2,530.65
09/08/20	09/17/20	Dispute							-\$2,530.65	-\$1,022.08	\$0.00	\$2,530.65
09/08/20	09/17/20	Current w/payoff balance							\$1,022.08	\$0.00	\$0.00	\$2,530.65
09/10/20	09/17/20	Payment							-\$82.81	-\$82.81	-\$82.81	\$2,447.84
09/16/20	09/17/20	Dispute - Cancel Transaction							\$2,530.65	\$2,447.84	\$0.00	\$2,447.84
09/16/20	09/17/20	Current w/payoff balance							-\$1,022.08	\$1,425.76	\$0.00	\$2,447.84
09/17/20	09/17/20	Bill - Actual	██████0605	10/08/20	09/16/20	30	99,659.65	536.28	\$264.00	\$1,689.76	\$84.85	\$2,532.69
09/28/20	10/18/20	Dispute							-\$2,532.69	-\$842.93	\$0.00	\$2,532.69
09/28/20	10/18/20	Current w/payoff balance							\$842.93	\$0.00	\$0.00	\$2,532.69
10/13/20	10/18/20	Payment							-\$84.85	-\$84.85	-\$84.85	\$2,447.84
10/15/20	10/18/20	Dispute - Cancel Transaction							\$2,532.69	\$2,447.84	\$0.00	\$2,447.84
10/15/20	10/18/20	Current w/payoff balance							-\$842.93	\$1,604.91	\$0.00	\$2,447.84
10/18/20	10/18/20	Bill - Actual	██████0605	11/09/20	10/17/20	31	604.70	945.05	\$264.00	\$1,868.91	\$140.59	\$2,588.43



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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
11/03/20	11/17/20	Payment							-\$140.59	\$1,728.32	-\$140.59	\$2,447.84
11/17/20	11/17/20	Bill - Actual	██████0605	12/08/20	11/16/20	30	2,173.27	1,568.57	\$267.00	\$1,995.32	\$210.35	\$2,658.19
11/23/20	12/17/20	Payment Arrangement							-\$1,947.32	\$48.00	\$0.00	\$2,658.19
12/04/20	12/17/20	Payment							-\$48.00	\$0.00	-\$48.00	\$2,610.19
12/17/20	12/17/20	Bill - Actual	██████0605	01/07/21	12/16/20	30	5,104.44	2,931.17	\$290.00	\$290.00	\$364.25	\$2,974.44
01/12/21	01/20/21	Payment							-\$290.00	\$0.00	-\$290.00	\$2,684.44
01/20/21	01/20/21	Bill - Actual	██████0605	02/10/21	01/20/21	35	9,360.86	4,256.42	\$287.00	\$287.00	\$516.12	\$3,200.56
02/09/21	02/18/21	Payment							-\$287.00	\$0.00	-\$287.00	\$2,913.56
02/18/21	02/18/21	Bill - Estimated	██████0605	03/11/21	02/18/21	29	13,987.47	4,626.60	\$287.00	\$287.00	\$569.60	\$3,483.16
03/09/21	03/21/21	Payment							-\$287.00	\$0.00	-\$287.00	\$3,196.16
03/21/21	03/21/21	Bill - Actual	██████0605	04/12/21	03/21/21	31	17,465.65	3,472.39	\$287.00	\$287.00	\$430.71	\$3,626.87
04/06/21	04/20/21	Payment							-\$287.00	\$0.00	-\$287.00	\$3,339.87
04/20/21	04/20/21	Bill - Actual	██████0605	05/11/21	04/20/21	30	19,075.13	1,609.48	\$287.00	\$287.00	\$207.25	\$3,547.12
05/04/21	05/19/21	Payment							-\$287.00	\$0.00	-\$287.00	\$3,260.12
05/19/21	05/19/21	Bill - Actual	██████0605	06/09/21	05/19/21	29	20,700.20	1,625.07	\$295.00	\$295.00	\$225.26	\$3,485.38
06/04/21	06/20/21	Payment							-\$295.00	\$0.00	-\$295.00	\$3,190.38
06/20/21	06/20/21	Bill - Actual	██████0605	07/12/21	06/20/21	32	21,404.31	704.12	\$295.00	\$295.00	\$110.23	\$3,300.61
06/28/21	07/20/21	Payment							-\$295.00	\$0.00	-\$295.00	\$3,005.61
07/20/21	07/20/21	Bill - Actual	██████0605	08/10/21	07/20/21	30	21,999.00	594.69	\$295.00	\$295.00	\$96.46	\$3,102.07
08/12/21	08/18/21	Payment							-\$295.00	\$0.00	-\$295.00	\$2,807.07
08/18/21	08/18/21	Bill - Actual	██████0605	09/08/21	08/18/21	29	22,529.76	530.77	\$295.00	\$295.00	\$87.50	\$2,894.57
09/13/21	09/19/21	Payment							-\$295.00	\$0.00	-\$295.00	\$2,599.57
09/19/21	09/19/21	Bill - Actual	██████0605	10/11/21	09/18/21	31	23,111.93	582.17	\$297.00	\$297.00	\$94.70	\$2,694.27



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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
10/05/21	10/18/21	Payment							-\$297.00	\$0.00	-\$297.00	\$2,397.27
10/18/21	10/18/21	Bill - Actual	██████0605	11/08/21	10/18/21	30	23,696.30	584.37	\$297.00	\$297.00	\$95.02	\$2,492.29
11/15/21	11/16/21	Payment							-\$297.00	\$0.00	-\$297.00	\$2,195.29
11/16/21	11/16/21	Bill - Actual	██████0605	12/07/21	11/16/21	29	25,527.99	1,831.69	\$297.00	\$297.00	\$254.35	\$2,449.64
12/01/21	12/16/21	Payment							-\$297.00	\$0.00	-\$297.00	\$2,152.64
12/16/21	12/16/21	Bill - Actual	██████0605	01/06/22	12/16/21	30	28,947.15	3,419.16	\$297.00	\$297.00	\$450.33	\$2,602.97
01/12/22	01/19/22	Payment							-\$297.00	\$0.00	-\$297.00	\$2,305.97
01/19/22	01/19/22	Bill - Actual	██████0605	02/09/22	01/19/22	34	33,677.04	4,729.89	\$320.00	\$320.00	\$625.89	\$2,931.86
02/14/22	02/17/22	Payment							-\$320.00	\$0.00	-\$320.00	\$2,611.86
02/17/22	02/17/22	Bill - Actual	██████0605	03/10/22	02/17/22	29	38,794.94	5,117.90	\$320.00	\$320.00	\$741.28	\$3,353.14
03/08/22	03/20/22	Payment							-\$320.00	\$0.00	-\$320.00	\$3,033.14
03/20/22	03/20/22	Bill - Actual	██████0605	04/11/22	03/20/22	31	42,482.33	3,687.38	\$320.00	\$320.00	\$537.57	\$3,570.71
04/04/22	04/19/22	Payment							-\$320.00	\$0.00	-\$320.00	\$3,250.71
04/19/22	04/19/22	Bill - Actual	██████0605	05/10/22	04/19/22	30	45,226.87	2,744.54	\$320.00	\$320.00	\$403.21	\$3,653.92
05/04/22	05/18/22	Payment							-\$320.00	\$0.00	-\$320.00	\$3,333.92
05/18/22	05/18/22	Bill - Actual	██████0605	06/08/22	05/18/22	29	46,512.71	1,285.84	\$369.00	\$369.00	\$204.15	\$3,538.07
06/02/22	06/19/22	Payment							-\$369.00	\$0.00	-\$369.00	\$3,169.07
06/19/22	06/19/22	Bill - Actual	██████0605	07/11/22	06/19/22	32	47,113.81	601.09	\$369.00	\$369.00	\$108.71	\$3,277.78
07/18/22	07/19/22	Payment							-\$369.00	\$0.00	-\$369.00	\$2,908.78
07/19/22	07/19/22	Bill - Actual	██████0605	08/09/22	07/19/22	30	47,591.29	477.49	\$369.00	\$369.00	\$91.21	\$2,999.99
08/15/22	08/17/22	Late Payment Charge							\$4.62	\$373.62	\$4.62	\$3,004.61
08/17/22	08/17/22	Bill - Actual	██████0605	09/07/22	08/16/22	28	48,021.37	430.08	\$369.00	\$742.62	\$83.40	\$3,088.01
08/22/22	09/19/22	Payment							-\$369.00	\$373.62	-\$369.00	\$2,719.01



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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
09/13/22	09/19/22	Late Payment Charge							\$4.62	\$378.24	\$4.62	\$2,723.63
09/19/22	09/19/22	Bill - Actual	██████0605	10/10/22	09/19/22	34	48,542.75	521.39	\$366.00	\$744.24	\$98.45	\$2,822.08
09/28/22	10/18/22	Payment							-\$369.00	\$375.24	-\$369.00	\$2,453.08
10/17/22	10/18/22	Late Payment Charge							\$4.63	\$379.87	\$4.63	\$2,457.71
10/18/22	10/18/22	Bill - Actual	██████0605	11/08/22	10/18/22	29	49,792.31	1,249.56	\$366.00	\$745.87	\$218.49	\$2,676.20
10/20/22	11/16/22	Payment							-\$370.62	\$375.25	-\$370.62	\$2,305.58
11/14/22	11/16/22	Late Payment Charge							\$4.63	\$379.88	\$4.63	\$2,310.21
11/16/22	11/16/22	Bill - Actual	██████0605	12/07/22	11/16/22	29	51,607.85	1,815.54	\$366.00	\$745.88	\$301.00	\$2,611.21
11/21/22	12/18/22	Payment							-\$370.63	\$375.25	-\$370.63	\$2,240.58
12/13/22	12/18/22	Payment							-\$370.63	\$4.62	-\$370.63	\$1,869.95
12/18/22	12/18/22	Bill - Actual	██████0605	01/09/23	12/18/22	32	55,023.85	3,416.01	\$366.00	\$370.62	\$573.23	\$2,443.18
01/17/23	01/19/23	Payment							-\$370.62	\$0.00	-\$370.62	\$2,072.56
01/19/23	01/19/23	Bill - Actual	██████0605	02/09/23	01/19/23	32	58,898.66	3,874.80	\$418.00	\$418.00	\$694.22	\$2,766.78
02/07/23	02/19/23	Payment							-\$418.00	\$0.00	-\$418.00	\$2,348.78
02/19/23	02/19/23	Bill - Actual	██████0605	03/13/23	02/19/23	31	62,531.54	3,632.88	\$418.00	\$418.00	\$659.82	\$3,008.60
03/13/23	03/20/23	Payment							-\$418.00	\$0.00	-\$418.00	\$2,590.60
03/20/23	03/20/23	Bill - Actual	██████0605	04/10/23	03/20/23	29	65,581.83	3,050.29	\$418.00	\$418.00	\$556.01	\$3,146.61
04/07/23	04/19/23	Payment							-\$418.00	\$0.00	-\$418.00	\$2,728.61
04/19/23	04/19/23	Bill - Actual	██████0605	05/10/23	04/19/23	30	67,422.56	1,840.73	\$418.00	\$418.00	\$340.68	\$3,069.29
05/16/23	05/18/23	Late Payment Charge							\$5.23	\$423.23	\$5.23	\$3,074.52
05/18/23	05/18/23	Bill - Actual	██████0605	06/08/23	05/18/23	29	68,663.47	1,240.92	\$413.00	\$836.23	\$241.57	\$3,316.09
05/23/23	06/19/23	Payment							-\$418.00	\$418.23	-\$418.00	\$2,898.09



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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
05/31/23	06/19/23	Payment							-\$418.23	\$0.00	-\$418.23	\$2,479.86
06/19/23	06/19/23	Bill - Actual	██████0605	07/10/23	06/19/23	32	69,283.57	620.10	\$413.00	\$413.00	\$130.68	\$2,610.54
07/12/23	07/19/23	Payment							-\$413.00	\$0.00	-\$413.00	\$2,197.54
07/19/23	07/19/23	Bill - Actual	██████0605	08/09/23	07/19/23	30	69,823.57	540.00	\$413.00	\$413.00	\$116.85	\$2,314.39
08/11/23	08/17/23	Payment							-\$413.00	\$0.00	-\$413.00	\$1,901.39
08/17/23	08/17/23	Bill - Actual	██████0605	09/07/23	08/17/23	29	70,367.03	543.46	\$413.00	\$413.00	\$117.50	\$2,018.89
09/07/23	09/19/23	Payment							-\$413.00	\$0.00	-\$413.00	\$1,605.89
09/18/23	09/19/23	Bill - Actual	██████0605	10/10/23	09/19/23	33	70,963.54	596.51	\$424.00	\$424.00	\$125.86	\$1,731.75
10/04/23	10/17/23	Payment							-\$424.00	\$0.00	-\$424.00	\$1,307.75
10/17/23	10/17/23	Bill - Actual	██████0605	11/07/23	10/17/23	28	71,793.50	829.96	\$424.00	\$424.00	\$174.06	\$1,481.81
11/13/23	11/15/23	Late Payment Charge							\$5.30	\$429.30	\$5.30	\$1,487.11
11/15/23	11/15/23	Bill - Actual	██████0605	12/06/23	11/15/23	29	73,496.83	1,703.33	\$424.00	\$853.30	\$334.60	\$1,821.71
11/27/23	12/17/23	Payment							-\$424.00	\$429.30	-\$424.00	\$1,397.71
12/12/23	12/17/23	Late Payment Charge							\$5.30	\$434.60	\$5.30	\$1,403.01
12/17/23	12/17/23	Bill - Actual	██████0605	01/08/24	12/17/23	32	76,644.49	3,147.67	\$424.00	\$858.60	\$573.79	\$1,976.80
12/26/23	01/18/24	Change Frozen Arrearage Amount Due							-\$858.60	\$0.00	\$0.00	\$1,976.80
01/18/24	01/18/24	Bill - Actual	██████0605	02/08/24	01/18/24	32	80,492.67	3,848.18	\$620.28	\$620.28	\$620.28	\$2,597.08
01/18/24	01/18/24	CAP Billing Credits							-\$461.28	\$159.00	-\$461.28	\$2,135.80
02/18/24	02/18/24	Bill - Actual	██████0605	03/11/24	02/18/24	31	84,123.09	3,630.42	\$585.66	\$744.66	\$585.66	\$2,721.46
02/18/24	02/18/24	CAP Billing Credits							-\$426.66	\$318.00	-\$426.66	\$2,294.80
02/26/24	03/18/24	Payment							-\$159.00	\$159.00	-\$159.00	\$2,135.80



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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
02/26/24	03/18/24	CAP Write-Off Frozen Arrearage							\$0.00	\$159.00	-\$54.92	\$2,080.88
03/11/24	03/18/24	Payment							-\$159.00	\$0.00	-\$159.00	\$1,921.88
03/11/24	03/18/24	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,866.96
03/18/24	03/18/24	Bill - Actual	██████0605	04/08/24	03/18/24	29	86,624.39	2,501.29	\$407.52	\$407.52	\$407.52	\$2,274.48
03/18/24	03/18/24	CAP Billing Credits							-\$248.52	\$159.00	-\$248.52	\$2,025.96
04/05/24	04/17/24	Payment							-\$159.00	\$0.00	-\$159.00	\$1,866.96
04/05/24	04/17/24	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,812.04
04/17/24	04/17/24	Bill - Actual	██████0605	05/08/24	04/17/24	30	88,838.00	2,213.61	\$362.87	\$362.87	\$362.87	\$2,174.91
04/17/24	04/17/24	CAP Billing Credits							-\$203.87	\$159.00	-\$203.87	\$1,971.04
05/09/24	05/16/24	Payment							-\$159.00	\$0.00	-\$159.00	\$1,812.04
05/09/24	05/16/24	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,757.12
05/16/24	05/16/24	Bill - Actual	██████0605	06/06/24	05/16/24	29	89,807.41	969.41	\$171.83	\$171.83	\$171.83	\$1,928.95
05/16/24	05/16/24	CAP Billing Credits							-\$12.83	\$159.00	-\$12.83	\$1,916.12
06/07/24	06/17/24	Payment							-\$159.00	\$0.00	-\$159.00	\$1,757.12
06/07/24	06/17/24	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,702.20
06/12/24	06/17/24	Current w/payoff balance							\$1,702.20	\$1,702.20	\$0.00	\$1,702.20
06/17/24	06/17/24	Bill - Actual	██████0605	07/08/24	06/17/24	32	90,419.60	612.19	\$135.87	\$1,838.07	\$135.87	\$1,838.07
07/17/24	07/17/24	Bill - Actual	██████0605	08/07/24	07/17/24	30	90,916.09	496.50	\$112.70	\$1,950.77	\$112.70	\$1,950.77
07/19/24	08/15/24	Change Frozen Arrearage Amount Due							-\$1,702.20	\$248.57	\$0.00	\$1,950.77



Duquesne Light Company - Statement Of Account

Prepared: April 28, 2026

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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
07/25/24	08/15/24	Payment							-\$248.57	\$0.00	-\$248.57	\$1,702.20
07/25/24	08/15/24	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$109.84	\$1,592.36
07/31/24	08/15/24	Payment - Cancel Transaction							\$248.57	\$248.57	\$248.57	\$1,840.93
07/31/24	08/15/24	CAP Write-Off Frozen Arrearage - Cancel Transaction							\$0.00	\$248.57	\$109.84	\$1,950.77
07/31/24	08/15/24	Non-sufficient Funds Charge							\$20.00	\$268.57	\$20.00	\$1,970.77
08/15/24	08/15/24	Bill - Actual	██████0605	09/05/24	08/15/24	29	91,341.08	424.99	\$84.81	\$353.38	\$84.81	\$2,055.58
08/21/24	09/17/24	Non-sufficient Funds Charge - Cancel Transaction							-\$20.00	\$333.38	-\$20.00	\$2,035.58
08/26/24	09/17/24	Payment							-\$333.38	\$0.00	-\$333.38	\$1,702.20
08/26/24	09/17/24	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$164.76	\$1,537.44
08/30/24	09/17/24	Payment - Cancel Transaction							\$333.38	\$333.38	\$333.38	\$1,870.82
08/30/24	09/17/24	CAP Write-Off Frozen Arrearage - Cancel Transaction							\$0.00	\$333.38	\$164.76	\$2,035.58
08/30/24	09/17/24	Non-sufficient Funds Charge							\$20.00	\$353.38	\$20.00	\$2,055.58
09/17/24	09/17/24	Bill - Actual	██████0605	10/08/24	09/17/24	33	91,992.07	650.99	\$123.02	\$476.40	\$123.02	\$2,178.60
09/24/24	10/16/24	Payment							-\$354.00	\$122.40	-\$354.00	\$1,824.60
09/24/24	10/16/24	CAP Write-Off Frozen Arrearage							\$0.00	\$122.40	-\$164.76	\$1,659.84
10/04/24	10/16/24	Payment							-\$123.03	-\$0.63	-\$123.03	\$1,536.81



Duquesne Light Company - Statement Of Account

Prepared: April 28, 2026

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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
10/04/24	10/16/24	CAP Write-Off Frozen Arrearage							\$0.00	-\$0.63	-\$54.92	\$1,481.89
10/16/24	10/16/24	Bill - Actual	██████0605	11/06/24	10/16/24	29	92,780.59	788.52	\$154.52	\$153.89	\$154.52	\$1,636.41
11/04/24	11/17/24	Payment							-\$153.89	\$0.00	-\$153.89	\$1,482.52
11/04/24	11/17/24	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,427.60
11/17/24	11/17/24	Bill - Actual	██████0605	12/09/24	11/17/24	32	94,457.44	1,676.85	\$310.49	\$310.49	\$310.49	\$1,738.09
11/17/24	11/17/24	CAP Billing Credits							-\$151.49	\$159.00	-\$151.49	\$1,586.60
12/12/24	12/17/24	Payment							-\$159.00	\$0.00	-\$159.00	\$1,427.60
12/12/24	12/17/24	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,372.68
12/17/24	12/17/24	Bill - Actual	██████0605	01/07/25	12/17/24	30	98,241.76	3,784.32	\$642.83	\$642.83	\$642.83	\$2,015.51
12/17/24	12/17/24	CAP Billing Credits							-\$483.83	\$159.00	-\$483.83	\$1,531.68
01/08/25	01/21/25	Payment							-\$159.00	\$0.00	-\$159.00	\$1,372.68
01/08/25	01/21/25	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,317.76
01/21/25	01/21/25	Bill - Actual	██████0605	02/11/25	01/18/25	32	3,477.27	5,235.51	\$914.54	\$914.54	\$914.54	\$2,232.30
01/21/25	01/21/25	CAP Billing Credits							-\$755.54	\$159.00	-\$755.54	\$1,476.76
02/11/25	02/18/25	Payment							-\$159.00	\$0.00	-\$159.00	\$1,317.76
02/11/25	02/18/25	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,262.84
02/18/25	02/18/25	Bill - Actual	██████0605	03/11/25	02/18/25	31	8,902.13	5,424.87	\$954.65	\$954.65	\$954.65	\$2,217.49
02/18/25	02/18/25	CAP Billing Credits							-\$795.65	\$159.00	-\$795.65	\$1,421.84
03/12/25	03/19/25	Payment							-\$159.00	\$0.00	-\$159.00	\$1,262.84
03/12/25	03/19/25	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,207.92



Duquesne Light Company - Statement Of Account

Prepared: April 28, 2026

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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
03/19/25	03/19/25	Bill - Actual	██████0605	04/09/25	03/19/25	29	12,962.23	4,060.10	\$717.73	\$717.73	\$717.73	\$1,925.65
03/19/25	03/19/25	CAP Billing Credits							-\$558.73	\$159.00	-\$558.73	\$1,366.92
04/10/25	04/20/25	Payment							-\$159.00	\$0.00	-\$159.00	\$1,207.92
04/10/25	04/20/25	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$1,153.00
04/20/25	04/20/25	Bill - Actual	██████0605	05/12/25	04/20/25	32	15,229.41	2,267.18	\$406.75	\$406.75	\$406.75	\$1,559.75
04/20/25	04/20/25	CAP Billing Credits							-\$90.08	\$316.67	-\$90.08	\$1,469.67
05/19/25	05/19/25	Bill - Actual	██████0605	06/09/25	05/19/25	29	16,144.00	914.59	\$176.02	\$492.69	\$176.02	\$1,645.69
05/27/25	06/19/25	Payment							-\$316.67	\$176.02	-\$316.67	\$1,329.02
05/27/25	06/19/25	CAP Write-Off Frozen Arrearage							\$0.00	\$176.02	-\$54.92	\$1,274.10
06/19/25	06/19/25	Bill - Actual	██████0605	07/10/25	06/19/25	31	16,984.87	840.87	\$173.02	\$349.04	\$173.02	\$1,447.12
06/26/25	07/20/25	Payment							-\$175.00	\$174.04	-\$175.00	\$1,272.12
07/14/25	07/20/25	Payment							-\$174.04	\$0.00	-\$174.04	\$1,098.08
07/14/25	07/20/25	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$109.84	\$988.24
07/20/25	07/20/25	Bill - Actual	██████0605	08/11/25	07/20/25	31	17,157.75	172.89	\$47.05	\$47.05	\$47.05	\$1,035.29
08/18/25	08/18/25	Bill - Actual	██████0605	09/08/25	08/18/25	29	17,312.25	154.50	\$43.43	\$90.48	\$43.43	\$1,078.72
09/02/25	09/17/25	Payment							-\$90.48	\$0.00	-\$90.48	\$988.24
09/02/25	09/17/25	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$109.84	\$878.40
09/17/25	09/17/25	Bill - Actual	██████0605	10/08/25	09/17/25	30	17,511.83	199.59	\$52.30	\$52.30	\$52.30	\$930.70
09/27/25	10/16/25	Payment							-\$52.30	\$0.00	-\$52.30	\$878.40
09/27/25	10/16/25	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$823.48
10/16/25	10/16/25	Bill - Actual	██████0605	11/06/25	10/16/25	29	18,122.52	610.69	\$133.28	\$133.28	\$133.28	\$956.76



Duquesne Light Company - Statement Of Account

Prepared: April 28, 2026

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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
10/23/25	11/16/25	Payment							-\$133.28	\$0.00	-\$133.28	\$823.48
10/23/25	11/16/25	CAP Write-Off Frozen Arrearage							\$0.00	\$0.00	-\$54.92	\$768.56
11/16/25	11/16/25	Bill - Actual	██████0605	12/08/25	11/16/25	31	20,747.29	2,624.76	\$520.66	\$520.66	\$520.66	\$1,289.22
11/26/25	12/17/25	Dispute							-\$520.66	\$0.00	\$0.00	\$1,289.22
12/16/25	12/17/25	Dispute - Cancel Transaction							\$520.66	\$520.66	\$0.00	\$1,289.22
12/17/25	12/17/25	Bill - Actual	██████0605	01/07/26	12/17/25	31	25,642.40	4,895.11	\$974.43	\$1,495.09	\$974.43	\$2,263.65
01/20/26	01/20/26	Bill - Actual	██████0605	02/10/26	01/20/26	34	31,233.13	5,590.73	\$1,148.89	\$2,643.98	\$1,148.89	\$3,412.54
01/20/26	01/20/26	CAP Billing Credits							-\$989.89	\$1,654.09	-\$989.89	\$2,422.65
01/27/26	02/19/26	Current w/payoff balance							\$768.56	\$2,422.65	\$0.00	\$2,422.65
02/03/26	02/19/26	Payment							-\$200.00	\$2,222.65	-\$200.00	\$2,222.65
02/12/26	02/19/26	Dispute							-\$2,222.65	\$0.00	\$0.00	\$2,222.65
02/19/26	02/19/26	Bill - Actual	██████0605	03/12/26	02/18/26	29	37,004.28	5,771.14	\$1,367.72	\$1,367.72	\$1,367.72	\$3,590.37
03/19/26	03/19/26	Bill - Actual	██████0605	04/09/26	03/19/26	29	40,108.79	3,104.51	\$742.22	\$2,109.94	\$742.22	\$4,332.59
04/20/26	04/20/26	Bill - Actual	██████0605	05/11/26	04/20/26	32	42,114.29	2,005.50	\$486.52	\$2,596.46	\$486.52	\$4,819.11

DLC EXHIBIT NO. 2
REDACTED

HOBSON,DELMAR, Customer Choice/Supplier Enrollment
Letter, Contacted 04-09-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED]

1 [REDACTED]

04-09-2026 / 06:07PM

Customer Choice

NEWSUPP Supplier Enrollment Letter

[REDACTED]

HOBSON,DELMAR, Legal / Regulatory/PUC Complaint / Issue,
Contacted 04-01-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED]

1 [REDACTED]

04-01-2026 / 06:46AM

Legal / Regulatory

PUC ISSUE PUC Complaint / Issue

[REDACTED] 0000 CASE4123607 CLOSED 03/31/26: THE CUSTOMER HAS FORMAL COMPLAINT C-2026-3060330 AND C-2026-306047 OPENED ON 2/12/2026. THE PUC DOES NOT ISSUE A DECISION FOR AN INFORMAL COMPLAINT THAT HAS A FORMAL COMPLAINT OPEN. BCS CASE 4123607 FILED 03/30/26 BY VALERIE HOBSON

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
Universal Services/Universal Service Inquiry, Contacted
03-30-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED] 0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

1 Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

03-30-2026 / 11:33AM

Universal Services

USINQ Universal Service Inquiry

[REDACTED] 0000 7 HOBSON,DELMAR, RETURNED CALL HH-2 OVER FOR CAP AND DEF; VERY HIGH USAGE; EXPLAINED OVER FOR ALL PROGRAMS; CUSTOMER NOT PLEASED WITH ANSWER; CCM

HOBSON,DELMAR, General Customer Contact/General
Customer Contact, Contacted 03-30-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

id Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

03-30-2026 / 10:14AM

General Customer Contact

GCC General Customer Contact

[REDACTED]0000//HOBSON,DELMAR// CX CALLED IN AGAIN FOR CARES APPLICATION// FORWARDED TO CARES REP AND INPUT BCN// CS

HOBSON,DELMAR, General Customer Contact/General
Customer Contact, Contacted 03-27-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

id Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

03-27-2026 / 04:54PM

General Customer Contact

GCC General Customer Contact

[REDACTED]0000 // VALERIE HOBSON // THIS CALL IS CB FROM CALL THAT UNABLE TO HEAR ANYTHING FROM THE OTHER LINE // CX CONCERN IS ABOUT CARES PROGRAM // CX WANTS TO APPLY IN CARES // CUSTOMER EXPERIENCING FINANCIAL HARDSHIP - REQ CARES REP 412 728 1290 // OFFERED E-BILL : CUSTOMER DECLINED // ASKED FOR SATISFACTION QUESTION // CS //

HOBSON,DELMAR, Universal Services/Referral - Liheap Cash,
Contacted 03-27-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

id Postal 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

03-27-2026 / 03:40PM

Universal Services

LHEPCASH Referral - Liheap Cash

LIHEAP application via IVR

Liheap Cash - LHEPCASH (LHEPCASH) was printed on 03-30-2026 12:35AM.

HOBSON,DELMAR, General Customer Contact/General
Customer Contact, Contacted 03-27-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED]

d Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

03-27-2026 / 03:39PM

General Customer Contact

GCC General Customer Contact

[REDACTED] 0000 SPK WITH VALERIE-- CUST CALLING IN RESPONSE TO TERM NOTICE --CB: 2109.94 TERM AMT: 1368.00 BY 4/27/26--CUST IS NOT HAPPY WITH OR ACCEPTING CHARGES-- CUST ALREADY HAS OPEN FORMAL DISPUTE WITH PUC ACTIVE, HEARING DATE IS 5/6/26-- UPDATED FPI -- LVL 2-- CUST NOT QUALD FOR CAP/LIHEAP-- ADVSD AND DEF-- CUST ALSO ASKING ABT CARES PRGRM-- PROVIDED INFO FOR PRGRMS AND SENT LINKS TO EMAIL ON FILE-- CONSULTED WITH [REDACTED] WHO ADVSD TERM NOTICE IS ACTIVE AS THESE CHARGES CAME OUT AFTER PUC COMPLAINT-- CUST NOT SAT PLACED UTILITY HOLD-- UTILITY RIGHTS. XFR TO UNIVERSAL SERVICES PER CUST RQST.

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
Holds/Utility Rights, Contacted 03-27-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED] 0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d [REDACTED]

03-27-2026 / 03:35PM

Holds

UTILRTS Utility Rights

ACCT_ID [REDACTED] 0000 | HOLD: UTILRTS | DAYS: 10 | DAY_TYPE: Calendar | HOLD_START: 2026-03-27 | HOLD_END: 2026-04-06 | TERM_NOTICE_START: 2026-03-19 | TERM_NOTICE_END: 2026-05-18 | STATUS: Collections

HOBSON,DELMAR, General Customer Contact/General
Customer Contact, Contacted 03-27-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED]

d Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

03-27-2026 / 03:18PM

General Customer Contact

GCC General Customer Contact

ACCT # [REDACTED] 0000 // HOBSON, DELMAR // CX NEED ASSISTANCE REGARDING ON HER SHUT OFF NOTICE// UPDATE FPI LVL 2/ //PAST DUE BALANCE \$136.72//CURRENT BILLING CHARGED \$742.22/DUE DATE 04/09/2026// DUE TO DISPUTE ISSUE TRANSFERRED TO BILLING // BALANCE \$2109.94 // DUE DATE: 04/09/2026 // ASKED FOR SATISFACTION QUESTION // CNS - PLACED 10 DAY HOLD ON ACCT UNTIL //

HOBSON,DELMAR, Credit and Collection Contacts/10 Day Termination Notice - Residential, Contacted 03-20-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

d [REDACTED]

03-20-2026 / 12:06AM

Credit and Collection Contacts

ARTERM10 10 Day Termination Notice - Residential

[REDACTED]

Linked to Collection Process 3475085196,Event 010 (Generate Residential 10 Day Te)

10 Day Termination Letter - ARTERM10 (ARTERM10) was printed on 03-20-2026 12:48AM.

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES, Trouble / Power Outages/Customer reported trouble/ power outage via IVR, Contacted 03-15-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]

[REDACTED]0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

j [REDACTED]

03-15-2026 / 06:52PM

Trouble / Power Outages

IVR Customer reported trouble/ power outage via IVR

OMS Call Id = Call.26.03.15.007176 | Started Date = 03-15-2026 18:52 | No Lights | Reported By Name = | Reported By Phone Number = | Notes =

HOBSON,DELMAR, Legal / Regulatory/PUC Complaint / Issue, Contacted 03-03-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

j [REDACTED]

03-03-2026 / 02:28PM

Legal / Regulatory

PUC ISSUE PUC Complaint / Issue

RECEIVED PA COMPLAINT CASE 4117799 FILED 03/02/26 BY VALERIE HOBSON - CASE CLOSED 03/03/24: THE CUSTOMER HAS FORMAL COMPLAINT C-2026-3060330 AND C-2026-306047 OPENED ON 2/12/2026. THE PUC DOES NOT ISSUE A DECISION FOR AN INFORMAL COMPLAINT THAT HAS A FORMAL COMPLAINT OPEN.

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
Universal Services/Universal Service Inquiry, Contacted
02-23-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED]0000

[REDACTED]0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

id Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

02-23-2026 / 08:52AM

Universal Services

USINQ Universal Service Inquiry

[REDACTED]0000 7 HOBSON,DELMAR, CALLED LEFT MESSAGE REGARDING ; HOW TO REINSTATE INTO CAP; LEFT OFFICE PHONE ; SENT EMAIL TO EMAIL ADDRESS ON ACCOUNT#, CCM

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
Billing / Payment/Billing Inquiries, Contacted 02-19-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED]0000

[REDACTED]0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d [REDACTED]

02-19-2026 / 07:47AM

Billing / Payment

BILL INQ Billing Inquiries

[REDACTED]0000 REVIEW BILL SEG TAB, INCREASED THRESHHOLD ON MASTER \$540.00 * 20% = \$108.00 FOR A TOTAL OF \$648.00. INCREASED THRESHHOLD ON SUB \$750.00 * 20% = \$150.00 FOR A TOTAL OF \$900.00. BILLED TO CURRENT. COMPLETED BILL SEG IN ERROR TO DO.

HOBSON,DELMAR, Legal / Regulatory/PUC Complaint / Issue,
Contacted 02-12-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED]0000

[REDACTED]

d [REDACTED]

02-12-2026 / 11:01AM

Legal / Regulatory

PUC ISSUE PUC Complaint / Issue

[REDACTED]0000 - SW - MR AND MRS HOBSON REGARDING FORMAL COMPLAINT C-2026-3060330 PROVIDED OPTIONS TO RE-ENROLL IN PROGRAM AND OFFERED PA IF OVER INCOME FOR CAP - MS HOBSON STATED NOT ELIGIBLE FOR LIHEAP ADVISED INCOME GUIDELINES FOR LIHEAP AND CAP ARE THE SAME - MR. HOBSON ALSO MENTIONED HIS INCOME IS HIGHER THAN HIS WIFE'S

HOBSON,DELMAR, Legal / Regulatory/PUC Formal Complaint,
Contacted 02-12-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 50000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED] 0000

[REDACTED]

id [REDACTED]

02-12-2026 / 10:59AM

Legal / Regulatory

PUCFORM PUC Formal Complaint

[REDACTED] 0000 - FORMAL BILLING COMPLAINT C-2026-3060330 FILED BY VALERIE HOBSON

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
General Customer Contact/General Customer Contact,
Contacted 02-04-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED] 0000

[REDACTED] 0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

02-04-2026 / 01:48PM

General Customer Contact

GCC General Customer Contact

ACCT # [REDACTED] 0000 // VALERIE HOBSON // CX CALLED IN ASKING FOR EAPS // EDUC CX CURR BAL // UPDATE FPI - CX LVL 2 NOT ELIG FOR PA, CAP AND LIHEAP // EDUC CX DEF AND 211 // PROVIDED MR. // BALANCE \$2222.65 // ENERGY ASSISTANCE PROGRAMS (CAP, LIHEAP, DOLLAR ENERGY FUND, UNITED WAY/211) // OFFERED MEDICAL RIGHTS // ASKED FOR SATISFACTION QUESTION // CS //

HOBSON,DELMAR, IVR/Customer went through CAP STATUS
call flow, Contacted 02-04-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED] 0000

[REDACTED]

1 [REDACTED]

02-04-2026 / 01:33PM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: Default

HOBSON,DELMAR, Legal / Regulatory/PUC Complaint / Issue,
Contacted 02-03-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

d [REDACTED]

02-03-2026 / 12:44PM

Legal / Regulatory

PUC ISSUE PUC Complaint / Issue

[REDACTED]0000-DISMISSAL LETTER SENT - CASE DISMISSED - CUSTOMER IS ON CAP AND BALANCE INCLUDES CAP ARREARS.

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
Billing / Payment/Billing Inquiries, Contacted 02-02-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

02-02-2026 / 10:23AM

Billing / Payment

BILL INQ Billing Inquiries

[REDACTED]0000 SPOKE W VALERIE HOBSON SPOUSE OF DELMAR ADVSD CB 2422.65 DUE 02/10
LAST PYMT 133.28 10/23 /25
CONTACT INFO UP TO DATE //C S

HOBSON,DELMAR, IVR/Customer went through CAP STATUS
call flow, Contacted 02-02-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

d [REDACTED]

02-02-2026 / 10:14AM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: Default

HOBSON,DELMAR, IVR/Customer went through CAP STATUS
call flow, Contacted 02-01-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

d [REDACTED]

02-01-2026 / 02:44PM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: Default

HOBSON,DELMAR, Legal / Regulatory/PUC Complaint / Issue,
Contacted 01-30-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]

[REDACTED]

d [REDACTED]

01-30-2026 / 01:39PM

Legal / Regulatory

PUC ISSUE PUC Complaint / Issue

[REDACTED]0000-LWTC ON VM 1/29 and 1/30

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
General Customer Contact/Special Customer Message,
Contacted 01-30-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

j [REDACTED]

01-30-2026 / 12:00AM

General Customer Contact

PRNLTR Special Customer Message

SR577124 Annual CLI Outreach - 60 Days prior to moratorium end

Special Customer Message (PRNLTR) was printed on 02-02-2026 10:58AM.

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
Universal Services/Universal Service Inquiry, Contacted
01-28-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]60000

[REDACTED]0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d [REDACTED]

01-28-2026 / 09:01AM

Universal Services

USINQ Universal Service Inquiry

[REDACTED]0000 7 HOBSON,DELMAR;RETURNED CALL;TO CELL #;LEFT VM;GAVE CAP INFO;WHAT IS NEEDED;WAYS TO APPLY;LF

HOBSON,DELMAR, Legal / Regulatory/PUC Complaint Letter,
Contacted 01-28-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

j [REDACTED]

01-28-2026 / 08:57AM

Legal / Regulatory

PUCCPRF PUC Complaint Letter

[REDACTED]0000-ON PAR COMPLAINT FILED 01/28/26 BY VALERIE HOBSON

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
Universal Services/CAP Default, Contacted 01-27-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

j [REDACTED]

01-27-2026 / 07:03PM

Universal Services

CAPDFLT CAP Default

[REDACTED]

CAP Default (CAPDFLT) was printed on 01-28-2026 01:52AM.

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
Billing / Payment/Billing Inquiries, Contacted 01-26-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED] 0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d [REDACTED]

01-26-2026 / 12:07PM

Billing / Payment

BILL INQ Billing Inquiries

[REDACTED] 0000 - VALERIE, SPOUSE, CLD FOR HELP...STATED UNABLE TO PAY 01/20 BILL FOR \$1654.09 DUE 02/10...INCLUDES \$1495.09 P/D BAL...ADV'D EXCEEDED CAP CREDITS...ADV'D HIGH BILLS...ADV'D USAGE ON CUR BILL 5591 KWH & COST \$1148.89...ADV'D REC'VD \$2200 IN NEW CREDITS IN DEC AND \$1210 REMAINING TO LAST UNTIL DEC 2026...REFERRED TO WEBSITE FOR WAYS TO SAVE...ADV'D LAST PMT 10/23 FOR \$133.28... ADV'D STILL ON CAP... ADV'D MUST RECERTIFY TO REMAIN ELIGIBLE...STATED DOESN'T RECALL REC'VING 12/11 RECERT APP...REFERRED TO WEBSITE > MY LTRS FOR COPY...ALSO ADV'D CAN RECERTIFY ON WEBSITE...REFERRED TO LIHEAP/DEF...DECLINED PP...VERIFIED PHN/EMAIL...CS

HOBSON,DELMAR, IVR/Customer went through CAP STATUS
call flow, Contacted 01-26-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED]

d [REDACTED]

01-26-2026 / 11:39AM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: CAP Active

HOBSON,DELMAR, Credit and Collection Contacts/Past Due
Letter, Contacted 01-15-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED]

1 [REDACTED]

01-15-2026 / 12:06AM

Credit and Collection Contacts

ARTER10C Past Due Letter

[REDACTED]

Linked to Collection Process 3474817975,Event 010 (Generate Dunning Letter)

Past Due Letter - ARTER10C (ARTER10C) was printed on 01-16-2026 01:13AM.

HOBSON,DELMAR, Universal Services/Phone call regarding
recertification, Contacted 01-12-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] [REDACTED]

1 Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

01-12-2026 / 03:45PM

Universal Services

PCRECERT Phone call regarding recertification

[REDACTED] 0000 7 HOBSON,DELMAR- RECERT CALL TO DO CLOSED: PHONED LISTED #, LINE RANG WITH NO VM OR PICK UP, NO CONTACT. LM

HOBSON,DELMAR, General Customer Contact/General
Customer Contact, Contacted 01-09-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED] 0000

[REDACTED]

2 Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

01-09-2026 / 12:49PM

General Customer Contact

GCC General Customer Contact

ACCT # [REDACTED] 0000 // VALERIE HOPSON // CX CALLED IN ASKING TO GET AN ASSISTANCE FOR CARES PROGRAM // AS PER CX SHE ALREADY DID TRY TO APPLY FOR LIHEAP - REJECTED AND 211 AS PER CX 211 GIVE INFO WHERE TO APPLY // CX DECLINED ASSISTANCE FOR 2 EAPS - ACC ENROLLED FOR CAP // CX WANTS TO GET ASSISTS FROM CARES PROGRAM // ADV CX ACC IS NOT INCOL - SAFE FOR TERM // ENCOURAGE CX TO APPLY FOR THE PROGRAMS CX INSISTED TO DECLINE AS PER CX SHE WILL CALL BACK DLC ONCE SHE RECEIVED A CALL FROM CARES PROGRAM // NO FURTHER ACTIONS BALANCE \$1495.09 // PAST DUE AMOUNT: \$520.66 // DUE DATE: 1/07/2026 // OFFERED E-BILL : CUSTOMER DECLINED // ENERGY ASSISTANCE PROGRAMS (CAP, LIHEAP, UNITED WAY/211) // ASKED FOR SATISFACTION QUESTION // CS //

HOBSON,DELMAR, Web Self Service/Payment Arrangement -
Ineligible, Contacted 01-08-2026

Customer Contact ID

User ID SYSUSER System, English

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]

[REDACTED]

1 [REDACTED]

01-08-2026 / 03:32PM

Web Self Service

PAINELIG Payment Arrangement - Ineligible

Payment Arrangement Ineligible:
CAP Customer : You currently participate in the Customer Assistance Program (CAP) which is more affordable than a payment arrangement.
Review other payment assistance options.

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
General Customer Contact/General Customer Contact,
Contacted 01-06-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

01-06-2026 / 02:01PM

General Customer Contact

GCC General Customer Contact

[REDACTED]0000 SPOKE TO VALERIE, CUST INQ ABOUT CB \$1,495.09, DISCUSSED 12/17 BILL AND USAGE, RH AND USING SPACE HEATERS, NOT ELIGIBLE FOR PA DUE TO CAP, REF LIHEAP/211, DID NOT CLEARLY ANSWER SAT, UR

HOBSON,DELMAR, IVR/Customer went through CAP STATUS
call flow, Contacted 01-06-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]60000

[REDACTED]

d [REDACTED]

01-06-2026 / 01:48PM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: CAP Active

HOBSON,DELMAR, IVR/Customer went through CAP STATUS
call flow, Contacted 01-05-2026

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]60000

[REDACTED]

d [REDACTED]

01-05-2026 / 05:49PM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: CAP Active

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES,
Billing / Payment/Billing Inquiries, Contacted 12-24-2025

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED] 0000

[REDACTED] 0605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d [REDACTED]

12-24-2025 / 12:48PM

Billing / Payment

BILL INQ Billing Inquiries

[REDACTED] 0000 - DELMAR & VIRGINIA CLD RE HIGH CAP BILL RECVD...REV'D 12/17 BILL FOR \$1495.09... ADV'D INCLUDES \$520.66 FM 11/16 BILL FOR \$520.66 DISPUTED WITH PUC ON 11/26...CUST THOUGHT CAP PD BILL...ADV'D DISPUTED BAL HELD UNTIL DECISION RECVD FM PUC...CASE CLD 12/16...ADV'D EXCEEDED CAP CREDITS & RESPONSIBLE FOR ACTUAL BILL...CAP RESET DATE 12/26...ADV'D CAP RECERT PENDING...STATED MAILED APP 2 DAYS AGO...STATED UNABLE TO PAY BILL...REFERRED TO LIHEAP...STATED WAS O/I & HH(2) MO INC \$3400...ADV'D IF DETERMINED O/I FOR CAP CAN C/B FOR P/A...DECLINED PP...CS

HOBSON,DELMAR, IVR/Customer went through CAP STATUS
call flow, Contacted 12-24-2025

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED] 0000

[REDACTED]

sd [REDACTED]

12-24-2025 / 12:14PM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: CAP Active

HOBSON,DELMAR, IVR/Customer went through CAP STATUS
call flow, Contacted 12-23-2025

Customer Contact ID

User ID [REDACTED]

[REDACTED] 0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] 0000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED] 0000

[REDACTED]

sd [REDACTED]

12-23-2025 / 03:30PM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: CAP Active

HOBSON,DELMAR, Credit and Collection Contacts/Past Due Letter, Contacted 12-17-2025

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]760000

[REDACTED]

d [REDACTED]

12-17-2025 / 12:06AM

Credit and Collection Contacts

ARTER10C Past Due Letter

[REDACTED]

Linked to Collection Process 3473459522,Event 010 (Generate Dunning Letter)

Past Due Letter - ARTER10C (ARTER10C) was printed on 12-17-2025 12:36AM.

HOBSON,DELMAR, Legal / Regulatory/PUC Complaint / Issue, Contacted 12-16-2025

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

d [REDACTED]

12-16-2025 / 06:27AM

Legal / Regulatory

PUC ISSUE PUC Complaint / Issue

[REDACTED]0000 BCS CASE #4107116 CLOSED 12/15/25. DECISION ISSUED: CUSTOMER IS ACTIVELY ENROLLED IN CAP AND EXHAUSTED CAP BENEFITS ON APRIL 2025 BILL. CUSTOMER HAS BEEN BILLED THE FULL TARIFF RATE ON BILLS FROM MAY THROUGH NOVEMBER, WITH CAP RESETTING 12/26/2025. BILLS ARE BASED ON ACTUAL METER READINGS AND CONSIDERED CORRECT. CUSTOMER CAN REQUEST A METER TEST FOR 20.00 IF THEY WISH. CASE DISMISSED.

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES, General Customer Contact/General Customer Contact, Contacted 12-12-2025

Customer Contact ID

User ID [REDACTED]

[REDACTED]60000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]60000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]60605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

12-12-2025 / 04:04PM

General Customer Contact

GCC General Customer Contact

ACCT # [REDACTED]0000 // HOBSON,VALERY // CX WANTED TO KNOW HER BILL ON THE ACCOUNT ADV THAT THE BALANCE ON THE ACCOUNT IS 0 AND THE NEXT ILL DATE IS 12/17/2025 // BALANCE \$0 // ASKED FOR SATISFACTION QUESTION // CS //

HOBSON,DELMAR, IVR/Customer went through CAP STATUS call flow, Contacted 12-12-2025

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

d [REDACTED]

12-12-2025 / 03:58PM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: CAP Active

HOBSON,DELMAR, 225 DELAWARE AVE, N VERSAILLES, Universal Services/CAP Recertification Letter - 24 Months, Contacted 12-11-2025

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]60605 225 DELAWARE AVE, N VERSAILLES, PA, 151371922252

d [REDACTED]

12-11-2025 / 12:20AM

Universal Services

CAPRECRT24 CAP Recertification Letter - 24 Months

HOBSON,DELMAR, Legal / Regulatory/PUC Complaint Letter, Contacted 11-26-2025

Customer Contact ID

User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46, [REDACTED]0000

[REDACTED]

d [REDACTED]

11-26-2025 / 01:44PM

Legal / Regulatory

PUCCPRF PUC Complaint Letter

Bill Reminder PUC Complaint - PUCCPRF (PUCCPRF) was printed on 12-01-2025 02:42AM.

HOBSON,DELMAR, General Customer Contact/General
Customer Contact, Contacted 11-19-2025

Customer Contact ID



User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED] [SEARCH]

[REDACTED] [SEARCH]

d Phone Home Phone: (412) 778-9527, Primary Phone: (412) 728-1290

11-19-2025 / 04:28PM

General Customer Contact

GCC General Customer Contact

[REDACTED]0000 7 HOBSON,DELMAR, Residential, \$520.66,/ MAXED 2200.00 // RESET IS 12/26TH RECERT ON LINE/ ADVISED IF NO COMPUTER CAN GO TO THE LIBRARY FOR ASSIST. CS.



HOBSON,DELMAR, IVR/Customer went through CAP STATUS
call flow, Contacted 11-19-2025

Customer Contact ID



User ID [REDACTED]

[REDACTED]0000 HOBSON,DELMAR - Primary Phone: (412) 728-1290

[REDACTED]0000 HOBSON,DELMAR, Residential, \$2,596.46 [REDACTED]60000

[REDACTED] [SEARCH]

i [REDACTED]

11-19-2025 / 04:20PM

IVR

CAP Customer went through CAP STATUS call flow

Customer receives - CAP Status: CAP Active



DLC EXHIBIT NO. 3
REDACTED



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
BUREAU OF CONSUMER SERVICES
400 NORTH STREET, HARRISBURG, PA 17120

2/3/2026

BCS No: 4113326

Valerie Hobson
225 Delaware Ave
North Versailles PA 15137

Dear Valerie Hobson:

You contacted the Public Utility Commission (PUC) to request a payment arrangement on your outstanding balance with Duquesne Light Company. Our review finds that you owe a past due balance from an enrollment in a customer assistance program (CAP).

The Bureau of Consumer Services investigates and issues final determinations on all informal consumer complaints. (66 Pa. C.S. § 308(d)(1), 66 Pa. C.S. § 308.1(a), and 52 Pa. Code § 56.166).

Customer Assistance Program Rates should be timely paid. The Bureau of Consumer Services cannot make a payment arrangement for you. Your total account balance is \$2422.65.

You have the right to file a formal complaint. The formal complaint process involves a legal proceeding before a PUC Administrative Law Judge (ALJ), similar to a trial. This means that you and the utility must present facts on the issues raised in your complaint to the ALJ. You must participate in a hearing, respond to questions from the utility and prove why the judge should uphold your position.

If you have questions or would like formal complaint forms, call 717-772-7777. You can also find PUC formal complaint forms online at www.puc.pa.gov.

Sincerely,

Michael Hoch
PA Public Utility Commission
Bureau of Consumer Services
Utility Termination Investigator

DLC EXHIBIT NO. 4
REDACTED



Duquesne Light Company
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942



DELMAR HOBSON
225 DELAWARE AVE
N VERSAILLES PA 15137-1922



Service Address:
225 DELAWARE AVE
N VERSAILLES, PA 15137-1922

Account Number: [REDACTED] 0-000

February 01, 2026

Dear Customer,

Notice of Payment Assistance Programs

Duquesne Light Company (DLC) understands many individuals in our area face financial hardships that make it difficult to pay their electric bills. Our records indicate you are confirmed low-income and may benefit from our special assistance programs.

It is important to act now. As a valued customer, we want to help you in a way that best fits your needs. Enrolling in available programs could help you pay your bill and protect you from service termination. These bill payment assistance programs include:

- **Customer Assistance Program (CAP)** offers discounted bills, debt forgiveness and other benefits to customers with household incomes up to 150% of the federal poverty index.
- **Dollar Energy Fund (DEF)** provides direct bill payment assistance to customers with household income up to 200% of the federal poverty index.
- **Low Income Home Energy Assistance Program (LIHEAP) Crisis** is available for households who have had their electric service terminated or are in threat of termination.
- **Low Income Home Energy Assistance Program (LIHEAP) Cash** gives up to \$1,000 to customers with household income at or below 150% of the federal poverty index.

Learn more about program eligibility requirements and determine which one is right for you by visiting our website at DuquesneLight.com/assistance.

Sincerely,

Customer Service Department

PRNLTR L7
POSTAL

Dollar Energy Fund



Offers Up to a \$600 Grant



Opens October 1, 2025

for households who are facing hardship paying their utility bills.



How to Apply:

Schedule an appointment with a Dollar Energy Fund agency. Call **888-393-7600** or go to dollarenergy.org.

You will need:

- Names, birthdates and Social Security numbers for all household members.
- Proof of monthly household income which must be at or below 200%.

Dollar Energy Fund Income Guidelines

Number in Household	Monthly Income	Yearly Income
1	\$2,608	\$31,300
2	\$3,525	\$42,300
3	\$4,442	\$53,300
4	\$5,358	\$64,300
5	\$6,275	\$75,300
6	\$7,192	\$86,300
Each Additional	\$917	\$11,000



To learn more, scan the QR code or visit:

DuquesneLight.com/DEF

LIHEAP Offices

Allegheny County

Alle-Kiski District

909 Industrial Blvd.
New Kensington, PA 15068-0132
Phone: 724-339-6800 / 800-622-3527
Fax: 724-339-6850

Greater Pittsburgh East

5947 Penn Ave., 4th Floor (Corner Highland & Penn)
Pittsburgh, PA 15206-3844
Phone: 412-645-7400 or 7401
Fax: 412-365-2821

Southeast District

220 Sixth St.
McKeesport, PA 15132-2720
Phone: 412-664-6800 or 6801
Fax: 412-664-5218

Southern District

332 Fifth Ave., 2nd Floor
Pittsburgh, PA 15222-1259
Phone: 412-565-2232
Fax: 412-565-5713

Beaver County

171 Virginia Ave.
P.O. Box 349
Rochester, PA 15074
Phone: 724-773-7495 / 800-653-3129
Fax: 724-773-7859

Other Assistance

The **United Way Helpline** is a resource that provides information about other types of assistance that may be available to you. To call, dial 2-1-1 or visit uwwpa.org.



To learn more, scan the QR code or visit:

DuquesneLight.com/assistance



Help paying your electric bill



CAP (Customer Assistance Program)

CAP offers an affordable payment plan for qualified low-income households that have difficulty paying their electric bills. The plan assists these households in maintaining electric service and achieving greater self-sufficiency.

Program Benefits:

- Reduced monthly payments based on income and household size
- Debt forgiveness with full monthly payments
- Information on reducing electric use



How to Apply:

Online

Visit DuquesneLight.com/CAP

In Person or by Phone

1. Call Duquesne Light Company toll-free at 888-393-7600 to find the nearest CAP agency.
2. Contact your CAP agency to schedule an appointment
3. Provide proof of income for all household members

AND

Provide names, identification and birthdates for all household members.

Your Responsibilities as a CAP Customer:

- Pay your CAP amount each month by the due date.
- Apply for energy assistance grants when available.
- Conserve electricity.
- Accept weatherization services if you qualify.
- Notify your CAP case manager of any changes in income or household members.

Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP Crisis Offers Up to \$1,000 Grant



Opens December 3, 2025
Closes April 10, 2026



for households who have had their electric service terminated or are in threat of termination.

LIHEAP is a federal program offered in Pennsylvania by the Department of Human Services (DHS).



How to Apply:

Use COMPASS at www.compass.state.pa.us.
Call the LIHEAP client helpline at 866-857-7095 (beginning December 3).

Contact one of the county assistance offices below.

Allegheny County

5947 Penn Ave., 4th Floor (Corner Highland & Penn)
Pittsburgh, PA 15206
Phone: 412-645-7400 or 7401
Fax: 412-365-2821

Beaver County

171 Virginia Ave.
P.O. Box 349
Rochester, PA 15074-0349
Phone: 724-773-7495
Fax: 724-773-7859

You will need:

Names, birthdates and Social Security numbers for all household members
Proof of income for all household members
Recent heating bill and recent DLC bill

NOTE:

If you received a benefits increase due to the cost-of-living adjustment, you may still qualify for LIHEAP funding. Refer to the LIHEAP page at dhs.pa.gov or your county assistance office for additional information.

You can now choose to share your income and household details with utility companies when applying for LIHEAP. Simply check the data sharing box on your LIHEAP application to make enrolling in other assistance programs easier.

LIHEAP Cash Grant



LIHEAP Cash Offers Up to \$1,000 Grant



Opens December 3, 2025
Closes April 10, 2026



You may also apply for a LIHEAP cash grant to help with winter heating bills. The LIHEAP cash grant is sent to your utility company and will be credited on your bill.



Use one of the following options to apply for LIHEAP cash grant:

Apply online using COMPASS at www.compass.state.pa.us.
Download the LIHEAP cash grant application form at dhs.pa.gov. Select the LIHEAP form in the "Find a Form" section on the left side of the home page.
Complete an application at your local county assistance office.

LIHEAP (Cash and Crisis) Income Guidelines

Number 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

DLC EXHIBIT NO. 5
REDACTED



Duquesne Light Company
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942



DELMAR HOBSON
225 DELAWARE AVE
N VERSAILLES PA 15137-1922



Service Address:
225 DELAWARE AVE
N VERSAILLES, PA 15137-1922

Account Number: [REDACTED] 0-000

January 27, 2026

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 01/27/2026:

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.

To be reinstated in the CAP program, please contact your local CAP agency, listed below, or visit DuquesneLight.com/CAP to recertify online:

HOLY FAMILY INSTITUTE
4313 WALNUT ST. UNIT #172
MCKEESPORT, PA 15132
(412) 896-4314

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. If you'd like to be reinstated in CAP or if we can be of any further assistance, contact HOLY FAMILY INSTITUTE or visit DuquesneLight.com/CAP for additional support.

Sincerely,

Customer Service Department

CAPDFLT
POSTAL

DLC EXHIBIT NO. 6
REDACTED

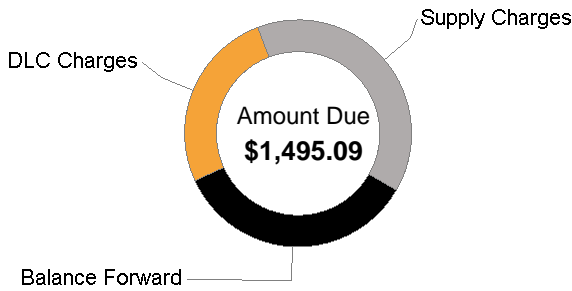


DELMAR HOBSON
225 DELAWARE AVE
Account # [REDACTED] 0-000

Due Date	Amount Due
01/07/2026	\$1,495.09

Bill Summary

Bill ID: [REDACTED] 3599 Date Prepared: 12/17/2025



Previous Bill	\$520.66
Payment(s) Received	\$0.00
Balance Forward	\$520.66
Current Amount Due (see Page 3 for Details)	\$974.43
AMOUNT DUE BY 01/07/2026	\$1,495.09

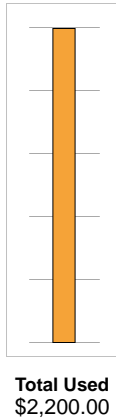
Account Balances

Customer Assistance Program (CAP)

Annual CAP Discount Reset Date	12/26/2025
Maximum Annual CAP Discount	\$2,200.00
Annual CAP Discount Used to Date	-\$2,200.00
Remaining CAP Discount	\$0.00

Total Account Balance

Last Account Balance	\$1,289.22
Account Adjustments	\$0.00
Payments received	\$0.00
Current service charges	\$974.43
Debt forgiven	\$0.00
CAP discount applied	\$0.00
Total Account balance	\$2,263.65

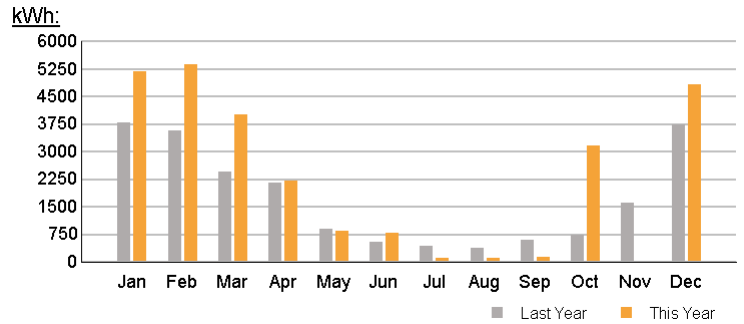


Debt Forgiveness

- We have forgiven a total of \$933.64 in debt for making full, on-time payments. Your remaining debt eligible for forgiveness is \$768.56.
- Your remaining debt will be due if you default from the CAP program.**

Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	4895	158	31	32
Last Month	3235	53	60	66
Same Month Last Year	3784	126	30	40



Average Monthly Usage for the last 12 months: 2283 kWh
Total Annual Usage for the last 12 months: 27401 kWh

BI_POSTAL_20251217PRD.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.

Due Date	Amount Due
01/07/2026	\$1,495.09



Account # [REDACTED] 0-000

\$ [REDACTED]

USD Amount Enclosed

A late charge of 1.25% may be assessed after 2026-01-07

DELMAR HOBSON
225 DELAWARE AVE
N VERSAILLES PA 15137-1922

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:

- **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 888-393-7100 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.



LIHEAP offers **discounts on electric bills** for qualifying customers who need help paying their electric bills:
DuquesneLight.com/liheap

 DELMAR HOBSON

Account # [REDACTED] 0-000

Page 3 of 4

Message Center

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

Signing up for DLC's paperless program is fast and easy! Enroll today at DuquesneLight.com/paperless and you'll receive a monthly email when your bill is available or anytime we've sent you a letter.

Account Detail

 225 DELAWARE AVE

Supplier Agreement ID: [REDACTED] 0405

Meter Reading Usage Information

Meter Number	[REDACTED]	1179
Present 12/17/2025 Act	25,642.4010	
Prior 11/16/2025 Act	20,747.2870	
Difference	4,895.1140	
Your Meter Multiplier	1	
Total kWh Used	4,895.1140	

Current Bill Details

DLC Rate	RH-Residential Heating	
Price to Compare	\$0.1259 / kWh	
DLC Charges		\$389.46
Customer Charge		\$13.00
Distribution	4895.1140 kWh @ \$0.076992	\$376.88
DSIC Surcharge	0.02%	\$0.08
Pennsylvania Tax Adjustment		-\$0.50

Supply Charges		\$584.97
Supply	2368.6036 kWh @ \$0.097093	\$229.97
Supply	2526.5105 kWh @ \$0.110275	\$278.61
Transmission	4895.1140 kWh @ \$0.015606	\$76.39

Total kWh Used 4,895.1140

Service Charges \$974.43

Current Amount Due Detail

Service Charges	
DLC Charges	\$389.46
Supply Charges	\$584.97

Subtotal	\$974.43

Shopping and Supplier Information

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

Supplier Agreement ID: [REDACTED] 0405
Rate Schedule: RH-Residential Heating

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

- 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.
- Effective December 1, a change in the Default Service Supply increased the overall monthly bill of an average residential customer (using 600 kWh) who purchases electric generation from Duquesne Light by about \$7.91, or 6%.
- 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**

Additional Notifications

SHOWN.

- 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 \$66.26 in estimated PA State Taxes, of which \$57.49 is PA Gross Receipts Tax.

DLC EXHIBIT NO. 7
REDACTED



DELMAR HOBSON
225 DELAWARE AVE
N VERSAILLES PA 15137-1922

Service Address:
225 DELAWARE AVE
N VERSAILLES, PA 15137-1922

Account Number: [REDACTED] 0-000

March 19, 2025

RE: CAP Credit Limit at 75%

Dear Customer,

As a valued participant in Duquesne Light Company's Customer Assistance Program (CAP), we want to inform you that you have utilized 75% of your maximum CAP credit limit. Your maximum CAP credit limit is determined by your household size and income and it helps to lower your monthly electric bill. To ensure you continue to benefit from affordable electric service and avoid exceeding your CAP credit limit, please consider the following suggestions:

- **Manage your usage** because once you exceed your maximum annual CAP discount of \$2,200.00, you will be required to pay the full billed amount (without a CAP discount) until your annual discount is reset on 12/26/2025.
- **Contact CLEARResult** to determine eligibility for a Smart Comfort home energy assessment at 866-282-3147. Smart Comfort is a program that helps reduce energy consumption at no cost to you.
- **You may be eligible for an exception** to the maximum CAP credit limit if there is an extenuating circumstance in your home requiring the use of additional electricity. Notify your CAP Case manager if you believe you qualify for an exception.

If we can be of assistance, contact your local CAP agency:

HOLY FAMILY INSTITUTE
4313 WALNUT ST. UNIT #172
MCKEESPORT, PA 15132
(412) 896-4314

Sincerely,

Customer Service Department

CAPMAXP

DLC EXHIBIT NO. 8
REDACTED



DLC Walkthrough Audit

Customer Name	Delmar Hobson			Electric / Gas Utility	
Customer Address	225 Delaware Ave N Versailles PA 15137			<input checked="" type="radio"/> Duquesne Light <input type="radio"/> ACT 129 <input checked="" type="radio"/> Smart Comfort <input type="radio"/> Peoples Gas <input type="radio"/> TWP <input type="radio"/> EQT <input type="radio"/> PNG All Electric	
Customer Phone #	412-928-1290				
Member present at audit	<input checked="" type="radio"/> Self <input type="radio"/> Spouse <input type="radio"/> Sibling <input type="radio"/> Parent <input type="radio"/> Relative <input type="radio"/> Non-relative <input type="radio"/> Other				
Auditor Name	[Redacted]	Audit Date	7-12-2024	Gas Usage	
Auditor Phone #		Audit Time	12:00-1:00 PM	Electric Usage	

HEAD OF HOUSE INFORMATION

Head of House Age:	72	Race	<input type="radio"/> White <input checked="" type="radio"/> African American <input type="radio"/> Hispanic <input type="radio"/> Asian <input type="radio"/> Other			
		Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female			
Occupation			Education Level			
Exec./Administrator		Machine Oper.		Comp College		
Professional/Specialty		Transportation		Some Grad Work		
Technician		Laborer		Comp Grade School	Graduate Deg	<input checked="" type="checkbox"/>
Sales		Homemaker		Some High School	Technical School	
Clerical/Admin Support		Student		Comp High School	Other	
Private Household		Retired	<input checked="" type="checkbox"/>	Some College		
Protective Service		Unemployed				
Service		Disabled				
Agricultural		Self Employed				
Craft/Repair		Other				
			Employment Type			
			Full-time (35+ hours)	Homemaker		
			Part-time (≤ 34 hours)	Retired		<input checked="" type="checkbox"/>
			Unemployed	Other (please list):		

HOUSING LIFESTYLE

Annual Income Amount	\$3,000 Monthly	How long has customer lived here?	20 Years
Primary source of income:	<input type="radio"/> Employment <input type="radio"/> Public Assistance <input checked="" type="radio"/> Pension/Retirement/SS <input type="radio"/> Unemployment <input type="radio"/> Disability <input type="radio"/> Other		
Other source of income:	<input type="radio"/> Employment <input type="radio"/> Public Assistance <input type="radio"/> Pension/Retirement/SS <input type="radio"/> Unemployment <input type="radio"/> Disability <input type="radio"/> Other		
Does the customer own the home?	<input type="radio"/> Yes <input checked="" type="radio"/> No If yes, did you get proof of ownership? <input type="radio"/> Yes <input type="radio"/> No		
Does the customer rent the home?	<input checked="" type="radio"/> Yes <input type="radio"/> No If yes, do we have a signed landlord agreement? <input checked="" type="radio"/> Yes <input type="radio"/> No		
Does anyone in the home have health problems?	<input checked="" type="radio"/> Yes <input type="radio"/> No If yes, please list: N/A		
Is there someone in the home with special needs?	<input type="radio"/> Yes <input checked="" type="radio"/> No If yes, please list:		

# of household members under age 18:	0	72, 72	9 years or less:	
# of household members over age 62:	0		10-19 years:	
# of household members handicapped:	0		20-29 years:	
Total # of household members by age:			30-39 years:	
			40-49 years:	
			50-59 years:	
			60 years or older:	2



DLC Walkthrough Audit

HOUSE CHARACTERISTICS

Year the House was Built	1977	Square Footage	890
Drafty areas:	N/A		
Excessively Cold Rooms:	N/A		
Excessively Warm Rooms:	N/A		
Building Problems (appliance, electrical, plumbing, roofing, moisture, etc.)	N/A		
Use unvented combustion appliances to help heat home in the winter?	N/A		

Housing Type		Roof Framing		
1 1/2, 2 or more story Single Family	Bi-level or Split Level	Full	Asphalt	Flat
Row house (Inside)	Duplex or condo with 2 units	Crawl	Metal	Gable
Row House (End)	Manufactured, modular housing	Combination	Rolled	Gambrel
Multi Family, including condo with 3 or more units	Ranch	Above grade	Wood	Hip
Mobile Home	Other	None	Slate	Mansard

Structure Assessment	
Brick	Frame
Concrete	Other

Estimated Supplemental Heat Use	
All of heating from supplemental source	
Most heating (at least half from supp. source)	
Less than half of heating from supp. source	
Supplemental heat rarely used	
Supplemental heat is present but is not used	
Supplemental heat not present	
Other (retain notes)	

# of Stories	2
# of Rooms	8
# of Fireplaces	0
# of Bedrooms	2
# of Bathrooms	1

Air Conditioning (Pre-WX)	
Central Air Conditioning (AC)	
Window air conditioning unit(s) #	1
None	

HEATING AND WATER HEATING TYPE

Primary Heating	Supplemental Heating	Domestic Hot Water Fuel	Stove/Range
Electric Heat Pump	Electric Heat Pump	Electric	Gas
Electric Baseboard	Electric Baseboard	Natural Gas	Electric
Electric Ground Source Heat Pump	Electric Ground Source Heat Pump	Oil	Propane
Electric Space Heaters	Electric Space Heaters	Propane	
Natural Gas	Unvented Natural Gas Heater		
Oil	Oil		
Propane	Propane		
Coal	Coal		
Other	Other		



LED BULBS (Replace all non-LED lighting in the home)					
Location	Removal Bulb Type	Removal Wattage	New Bulb Measure Code	New Bulb Wattage	New Bulb Quantity
Base	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input checked="" type="checkbox"/> CFL	23	<input checked="" type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way	8	3
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
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	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		
	<input type="checkbox"/> Incandescent <input type="checkbox"/> Halogen <input type="checkbox"/> CFL		<input type="checkbox"/> A19 <input type="checkbox"/> B11-sm <input type="checkbox"/> B11-med <input type="checkbox"/> G25 <input type="checkbox"/> BR30 <input type="checkbox"/> Retro kit <input type="checkbox"/> 3-way		

of TVs: 2

Total Bulbs Installed:	3
Total CO Detectors Installed: *SC visit only	0
Total Smoke Detectors Installed: *SC visit only	0

SMART STRIPS			
Quantity: LR	<input checked="" type="checkbox"/> Tier 1	<input type="checkbox"/> Computer	
Location: LR	<input checked="" type="checkbox"/> Tier 2	<input checked="" type="checkbox"/> Entertainment	
Quantity: BR1	<input type="checkbox"/> Tier 1	<input type="checkbox"/> Computer	
Location: BR1	<input checked="" type="checkbox"/> Tier 2	<input checked="" type="checkbox"/> Entertainment	
Quantity:	<input type="checkbox"/> Tier 1	<input type="checkbox"/> Computer	
Location:	<input type="checkbox"/> Tier 2	<input type="checkbox"/> Entertainment	
Quantity:	<input type="checkbox"/> Tier 1	<input type="checkbox"/> Computer	
Location:	<input type="checkbox"/> Tier 2	<input type="checkbox"/> Entertainment	

LED NIGHT LIGHTS	
(indicate location and quantities)	
KIT	1
BATH	1
OTHER (specify) LR	1
OTHER (specify) Hall	1
TOTAL INSTALLED	4

LIGHT BULB CODES	
A19= standard bulb	BR30= flood light
B11-sm= candelabra with small base	Retro kit= retrofit kit
B11-med= candelabra with medium base	3-way= bulb with 3 wattages
G25= globe	

LOCATION CODES	
Kitchen= KIT	Bedroom= BR1, BR2, BR3, etc
Bathroom= BATH	Hallway= HALL
Dining Room= DR	Closet= CL
Living Room= LR	Basement= Base



DLC Walkthrough Audit

REFRIGERATORS

Units that are 3-5 years old need a visual inspection before being considered for replacement. If opting to replace the unit, please provide a reason why and photo documentation of the issue.

Units that are 5 years or older will automatically qualify for replacement.

ALL UNITS BEING REPLACED NEED A CLEAR PICTURE OF THE NAME PLATE.

Primary Refrigerator	
Location:	
Secured Flooring	<input type="radio"/> Yes <input type="radio"/> No
Adequate Clearance	<input type="radio"/> Yes <input type="radio"/> No
Grounded Outlet	<input type="radio"/> Yes <input type="radio"/> No
Make/Model	
Serial Number	
Size (ft ³)	
Fridge Area Measurements (LxWxH)	
Year/Age	2020
Current Color	<input type="radio"/> Black <input type="radio"/> White <input type="radio"/> Stainless
Type (Top Freezer, Bottom Freezer, Single Door, or SxS)	
Door Swing	<input type="radio"/> Right <input type="radio"/> Left
Ice Maker (Yes/No)	<input type="radio"/> Yes <input type="radio"/> No
Water Shut Off Valve (Yes/No)	<input type="radio"/> Yes <input type="radio"/> No
Defrost Type	<input type="radio"/> Auto <input type="radio"/> Parital frost free <input type="radio"/> Frost Free <input type="radio"/> Manual
Replace (Yes/No)	<input type="radio"/> Yes <input type="radio"/> No
Replacement Size:	
Reasoning for Replacement:	<input type="radio"/> >5 years old <input type="radio"/> Malfunctioning <input type="radio"/> Damaged
Customer Refused New Appliance:	<input type="radio"/> Yes <input type="radio"/> No Why?

Secondary Refrigerator	
Location	
Secured Flooring	<input type="radio"/> Yes <input type="radio"/> No
Adequate Clearance	<input type="radio"/> Yes <input type="radio"/> No
Grounded Outlet	<input type="radio"/> Yes <input type="radio"/> No
Make/Model	
Serial Number	
Size (ft ³)	
Fridge Area Measurements (LxWxH)	
Year/Age	
Current Color	<input type="radio"/> Black <input type="radio"/> White <input type="radio"/> Stainless
Type (Top Freezer, Bottom Freezer, Single Door, or SxS)	
Door Swing	<input type="radio"/> Right <input type="radio"/> Left
Ice Maker (Yes/No)	<input type="radio"/> Yes <input type="radio"/> No
Water Shut Off Valve (Yes/No)	<input type="radio"/> Yes <input type="radio"/> No
Defrost Type	<input type="radio"/> Auto <input type="radio"/> Parital frost free <input type="radio"/> Frost Free <input type="radio"/> Manual
Remove (Yes/No)	<input type="radio"/> Yes <input type="radio"/> No
Replacement Size:	
Reasoning for Replacement:	<input type="radio"/> >5 years old <input type="radio"/> Malfunctioning <input type="radio"/> Damaged
Customer Refused New Appliance:	<input type="radio"/> Yes <input type="radio"/> No Why?

If refrigerator is being replaced please include description of access (stairs, landings, corners, door frame measurements, etc):

Good / New



DLC Walkthrough Audit

FREEZERS

Units that are 3-5 years old need a visual inspection before being considered for replacement. If opting to replace the unit, please provide a reason why and photo documentation of the issue.
Units that are 5 years or older will automatically qualify for replacement.
ALL UNITS BEING REPLACED NEED A PICTURE OF THE NAME PLATE.

Freezer	
Location	
Size ft ³	
Year/Age	
Make / Model	
Serial #	
Current Color	<input type="radio"/> Black <input type="radio"/> White <input type="radio"/> Stainless
Type (Chest or Upright)	
Door Swing (LHRP/RHLP)	
Width of Most Narrow Opening	
Replace	<input type="radio"/> Yes <input type="radio"/> No
Replacement Size:	
Reasoning for Replacement:	<input type="radio"/> >5 years old <input type="radio"/> Malfunctioning <input type="radio"/> Damaged
Customer Refused New Appliance:	<input type="radio"/> Yes <input type="radio"/> No Why?

Continue to note details about freezers, but do not replace any freezers. DO NOT OFFER A REPLACEMENT OPTION.

WASHER & DRYER ASSESSMENT

# of washer loads per week?	<u>1</u>
Which temperature settings do you use?	<input checked="" type="radio"/> Hot Wash/Cold Rinse <input type="radio"/> Warm Wash/Cold Rinse <input type="radio"/> Cold Wash/Cold Rinse
Auditor Recommendations:	<u>use cold water only</u>
Dryer Type?	<input checked="" type="radio"/> Electric <input type="radio"/> Gas (H&S only)
# of dryer loads per week?	<u>1</u>
Is the dryer vented properly?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Dryer vent location?	<input checked="" type="radio"/> Wall <input type="radio"/> Window <input type="radio"/> Other
Was there venting done for H&S?	<input type="radio"/> Yes <input checked="" type="radio"/> No If yes, what? <input type="radio"/> Make a new hole <input type="radio"/> Vent the dryer out using an existing hole <input type="radio"/> Add new vent cap/hood
	Approximate # of feet: # of elbows:
Semi-Rigid Aluminum Flex used?	<input type="radio"/> Yes <input checked="" type="radio"/> No If yes, why?



DLC Walkthrough Audit

WATER HEATING ASSESSMENT

Water heater type?	<input checked="" type="radio"/> Electric	<input type="radio"/> Gas	<input type="radio"/> Propane	BTUs	
Is the water heater leaking?	<input checked="" type="radio"/> Yes	<input type="radio"/> No		Energy factor	
Is the water heater rusted/corroded?	<input type="radio"/> Yes	<input type="radio"/> No			
Are the elements bad?	<input type="radio"/> Yes	<input type="radio"/> No			
Is the unit rated R8 or less?	<input type="radio"/> Yes	<input type="radio"/> No			
Will water heater be replaced?	<input type="radio"/> Yes	<input type="radio"/> No			
		If yes, existing size:		replacement size:	
Did you change the temperature?	<input type="radio"/> Yes	<input type="radio"/> No	If yes, set both elements to the same temperature		
	Test location:		Existing temp:	Adjusted Temp:	
Are you wrapping water pipes?	<input type="radio"/> Yes	<input type="radio"/> No	If yes: # of LF for hot water	<input type="radio"/> 1/2"	<input type="radio"/> 3/4"
				# of LF for cold water	<input type="radio"/> 1/2"
Are there any other hot water leaks?	<input type="radio"/> Yes	<input type="radio"/> No	If yes, where?		
Are you going to repair leaks?	<input type="radio"/> Yes	<input type="radio"/> No	If yes, where?		

Are you going to:	
Replace or add expansion tank?	<input type="radio"/> Yes <input type="radio"/> No
Replace element(s)?	<input type="radio"/> Yes <input type="radio"/> No
Replace thermostats?	<input type="radio"/> Yes <input type="radio"/> No
Add/replace pressure relief valve?	<input type="radio"/> Yes <input type="radio"/> No
Add/replace pressure relief pipe?	<input type="radio"/> Yes <input type="radio"/> No

Document water heating issues here, such as family runs out of hot water, tank rusted, etc:

WATER SAVINGS MEASURES

	Faucet Aerators			Showerheads	
Regular Aerator	#	Bathroom #	Kitchen #	Other	#
Swivel Aerator	#	Bathroom #	Kitchen #	Other	<input type="radio"/> Bathroom <input type="radio"/> Other



DLC Walkthrough Audit

Summary Page

Measures called for during audit, but NOT installed	Measures installed by crew or subcontractors NOT called for by the auditor

Measure(s) called for by the auditor, but refused by the customer:

Measure called for and refused:	Customer Signature/Date

Energy Assessor's Checklist

- ___ Identify yourself and briefly explain what you're going to do.
- ___ Attach metering device to appliances as appropriate.
- ___ Review key CAP program benefits and responsibilities.
- ___ Collect necessary demographic and financial information.
- ___ Walk through the house, preferably with the customer, verifying appliance fuel type.
- ___ During the walk-through, make appliance maintenance and safety recommendations.
- ___ Review appropriate booklets with the customer.
- ___ Discuss the customer's pattern of electric use with them. Conduct a usage survey, using the current bill.
- ___ Based on the usage analysis, make specific efficiency recommendations.
- ___ Install LED light bulbs.
- ___ Install Smart Strips.
- ___ Explain changeout policy and procedure if it applies.



DLC Walkthrough Audit

TERMS AND CONDITIONS	
1.	ELIGIBILITY: Rebates are available to Duquesne Light residential electric customers for home energy audits and for the purchase and installation of qualifying energy efficiency measures in the Duquesne Light service territory, subject to these Terms and Conditions. Eligibility for rebates requires that a residential energy audit be conducted at your home by a Duquesne Light approved contractor. Note for all audits with direct install projects: A Duquesne Light approved contractor is required to install all energy efficiency measures.
2.	QUALIFYING ENERGY EFFICIENCY MEASURES: The equipment or energy savings measure you install must meet the efficiency requirements provided in the rebate catalog. Energy efficiency measures must be new and covered by warranties. Duquesne Light reserves the right to deny rebates for any energy efficiency measures that have not been approved by recognized, independent testing authorities.
3.	REMOVAL OF EQUIPMENT: The customer agrees, as a condition of participation in the Energy Efficiency Programs, to permit the contractor to remove and dispose of the equipment being replaced by the energy efficiency measures in accordance with all applicable laws, regulations, and codes. The customer agrees not to re-install any of this equipment anywhere in the State of Pennsylvania or transfer it to any other party for such installation.
4.	PROJECT VERIFICATION: You may be required to grant a Duquesne Light representative or contractor site access to verify the installation of the equipment. If you refuse to provide access, Duquesne Light has no obligation to provide you a rebate. If your equipment is selected for verification, rebate processing time may be extended.
5.	MONITORING AND EVALUATION: Duquesne Light and its contractors reserve the right to make follow up visits to customer's residence during the 36 months following the actual completion date of the project at a time convenient to the customer, and with at least one-week advance notice. The purpose of the visit is to review the operation of installed energy efficiency measures for program evaluation purposes including monitoring energy performance. The scope of review is limited to determining whether program conditions have been met. The customer must allow access to the installed energy efficiency measures and related project documentation. Duquesne Light has the right to a refund for incentives paid if, at any time, it learns that the energy efficiency measures were not actually properly installed or were subsequently disconnected within 36 months after installation.
6.	REBATE INFORMATION: a.) The rebate application must be completed in its entirety and submitted with all required documentation. b.) Rebate applications must be postmarked within 180 days of the application date. c.) Rebates will be issued in the form of prepaid debit cards and can be used like cash anywhere VISA debit cards are accepted. d.) Prepaid debit cards and checks will be mailed to qualifying residential customers within 60 days of the postmark date on your qualified application. e.) Duquesne Light reserves the right to deny rebate due to an incomplete application or Whole House Retrofit Program funding depletion. f.) Duquesne Light is not responsible for lost, late, damaged, illegible, misdirected, or postage-due applications. g.) Rebates are available to Duquesne Light customers with mailing addresses in the United States. h.) Your rights to rebates cannot be assigned or transferred. i.) Prepaid debit cards are issued by Citibank, N.A. pursuant to license from VISA U.S.A. Inc. and managed by Citi Prepaid Services. Cards will not have cash access and can be used anywhere VISA debit cards are accepted. j.) Excessive rebate submissions constitute fraud and may result in federal prosecution under U.S. mail fraud statutes (Title 18, USC 1341 and 1342.) k.) All submitted materials become property of Duquesne Light and will not be returned. l.) Whole House Retrofit Program funds must be available at the time the properly completed rebate application is received. To apply for rebates or to review the status of your application, visit www.wattochoices.com .
7.	NO WARRANTIES: Duquesne Light does not endorse any specific manufacturers, dealers, or contractors, and provides no warranty for any installed equipment.
8.	LIMITATION OF LIABILITY AND INDEMNIFICATION: Duquesne Light, its officers, directors, employees, subsidiaries, affiliates, contractors, and agents have no liability concerning the quality, safety, and/or installation of energy efficiency measures. By participating in this program, the customer agrees to waive any and all claims and to fully release Duquesne Light, its officers, directors, employees, subsidiaries, affiliates, contractors, and agents from any and all damages, of any kind. The customer agrees to protect, indemnify, and hold harmless, Duquesne Light, its officers, directors, employee subsidiaries, affiliates, contractors, and from and against all liabilities, losses, claims, damages, judgments, penalties, causes of action, costs and expenses incurred by or assessed against Duquesne Light or its agents arising out of or relating to the performance of this application.
9.	CHANGES/CANCELLATION: Duquesne Light reserves the right to change or cancel the Whole House Retrofit Program or Smart Comfort Program at any time and without notice.

* Eligibility based on 150% of the 2019 Federal Poverty Guidelines (below):

2023 Poverty Guidelines for the 48 Contiguous States and the District of Columbia		
Persons in Family/Household	150% of Poverty Guideline (Program Eligibility Guidelines)	
	Annual	Monthly
1	\$ 21,870	\$ 1,822
2	\$ 29,580	\$ 2,465
3	\$ 37,290	\$ 3,107
4	\$ 45,000	\$ 3,750
5	\$ 52,710	\$ 4,392
6	\$ 60,420	\$ 5,035
7	\$ 68,130	\$ 5,677
8	\$ 75,840	\$ 6,320
Each Additional Person, add...	\$ 7,710	\$ 642



Duquesne Light Company
Energy Audit Completed Certification

I, DELMAR HOBSON, attest that I have completed the home
(customer print name)
energy audit with a Duquesne Light Company representative. I understand that
this document may be provided, as proof, to my CAP manager, that I have
followed through with my obligation to have an energy audit completed at my
home.

Customer Signature: [Handwritten Signature] Date: 7-12-2024

Account Number: _____

Auditor Name: [Redacted] (please print)

Auditor Signature: [Redacted] Date: 7-12-2024



DLC Walkthrough Audit

CUSTOMER AGREEMENT & INCOME VERIFICATION

1.1 CUSTOMER INFORMATION (DUQUESNE LIGHT ACCOUNT HOLDER)			
Customer Name	Deimar Hobson	Homeowner?	<input type="radio"/> Yes <input checked="" type="radio"/> No
If you answered NO, please ask your landlord to complete the enclosed Landlord Agreement and mail back with this packet.			
Duquesne Light Account Number			
Customer Address	225 Delaware Ave		
City:	N Versailles	State:	PA Zip Code: 15137

1.2 REFERRAL CONTACT INFORMATION	
Do you have family and/or friends who would be interested in this program? If yes, include their contact information below.	
Name:	Phone Number:
E-mail (optional):	

1.3 INCOME VERIFICATION INFORMATION (Please attach an additional page explaining any unique situations)

Are you currently enrolled in the CAP Program? Yes No
If you answered yes to the previous question, please skip table 1.3.1 and sign below

Table 1.3.1

Yearly Gross Wages from Employment	\$
Additional:	
Welfare (TANF/AFDC/ADC)	\$
SNAP Received	\$
Veteran's Benefits	\$
Social Security Benefits/SSI	\$
Pension/Retirement Benefits	\$
Workers Compensation	\$
Unemployment Compensation	\$
Child Support Received	\$
Housing/Food/Living Allowances	\$
Other Source(s): i.e. Cash Support paid on your behalf by friends or relatives	\$
TOTAL INCOME (gross wages + additional) =	\$

- I agree:
- To allow CLEAResult or its contractors to enter my home for the purpose of conducting a home energy audit with direct install as part of the Duquesne Light Energy Efficiency Programs. The purpose of this audit is to evaluate energy usage and existing energy-consuming equipment to determine potential retrofit measures.
 - To continue to make monthly Duquesne Light bill payments on time.
 - That I meet income eligibility guidelines* and am therefore eligible for a home energy audit and direct installation of energy efficiency measures at no cost to me.
- Duquesne Light agrees:
- To provide energy efficient services that are specified by the energy audit that will be conducted in your home at NO COST to the homeowner, landlord, or tenant.
 - To maintain the confidentiality of the customer and to use customer billing payment and consumption information only in conjunction with these energy efficiency programs.

I have read the entire Customer Agreement and agree to meet all requirements and abide by the Terms and Conditions of this Customer Agreement. I am authorized to sign on behalf of the customer listed above and represent that all information provided within is true and correct.

Customer Name (printed):	DEIMAR HOBSON	Date:	7-12-2024
Customer Signature:	<i>Deimar Hobson</i>		

Homeowner or Tenant Name: Demar Hobson
Premises Address: 225 Delaware Ave N Versailles PA 15137

This agreement is made on the 12th day of July, 2024 between CLEAResult or its subcontractor, herein called the *Contractor*, and the owner of the premises, hereafter called *Owner*. If the contractor does not receive this Form within 30 days of the date listed above, then any offer becomes null and void.

Whereas the *Owner* desires to benefit from Duquesne Light's WHRP OR Smart Comfort being offered by the *Contractor*, the *Owner* agrees to permit the *Contractor* to enter their premises in accordance with the following terms and conditions:

1. *Contractor* agrees to provide the *Owner* a WHRP OR Smart Comfort audit to help reduce tenant electric consumption. Measures provided may include but are not restricted to: re-lamping with LED bulbs, refrigerator change-outs, weatherization measures (insulation, air sealing), heat pumps; and in the case of electric hot water heating: water-saving faucet aerators and shower heads, water pipe insulation, and tank wrap insulation.
2. *Contractor* agrees to maintain insurance to protect the *Owner* and any third parties from injuries or damages directly resulting from the actions of the *Contractor* while in, or on, the premises.
3. The *Owner* agrees to hold the *Contractor* blameless for any damage or injury not directly caused by the *Contractor* while on the premises.
4. The *Owner* certifies that any refrigerator or freezer was in working order during the audit and releases *Duquesne Light* and its *Contractor* from any and all present and future claims, expenses and causes of action as a result of energy conservation services performed by the *Contractor*.
5. All tools, equipment, and other Property used by the *Contractor* in carrying out the WHRP OR Smart Comfort audit remains owned by the *Contractor*.
6. There will be no charge, lien or judgment placed against the *Owner* for participation in the WHRP OR Smart Comfort or for any measures installed by the *Contractor*.
7. If any equipment or goods provided by the *Contractor* are defective or non-conforming, I understand that the manufacturer or seller will provide or honor warranties. I agree that *Duquesne Light Company* will not be responsible for any damages, including without limitation, punitive, direct, indirect, consequential or special. **DUQUESNE LIGHT COMPANY EXPRESSLY DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES.**
8. In the event that any new, energy efficient appliance(s) is/are offered, then I agree to accept it/them in exchange for my old/existing appliance(s). Old appliance(s) will be removed and responsibly recycled, therefor all exchanges are final.

In witness hereof and intending to be legally bound hereby, the parties express their agreement by executing the same on the date and year listed above. I HAVE READ THIS DOCUMENT AND UNDERSTAND ITS PROVISIONS. TO INDICATE MY AGREEMENT WITH THESE PROVISIONS, AND TO ATTEST THAT I AM THE LEGAL OWNER OF THIS PROPERTY LISTED IN "PREMISES ADDRESS" ABOVE, I HAVE SIGNED BELOW.

Demar Hobson
Homeowner or Landlord Name (print)

[Signature]
Homeowner or Landlord Signature

7-12-2024
Date

**Duquesne Light Company
Release of Account Information Authorization Form**

This Release of Account Information Authorization Form allows Duquesne Light Company to release customer account information to an Authorized Party. The party authorized to receive account information is not responsible for the payment of account bills. This form must be completed and signed by the Account Holder.

Account information shall be released to:

Authorized Party: CLEAResult Consulting Inc.
Address: 200 Bursca Drive, Suite 206, Bridgeville, PA 15017
Phone Number: 1-866-787-5237 Fax: 412-838-7992
E-mail Address: duquesnelight@clearesult.com

Please select the type of request or, if not listed, specify the purpose of the request, type of account information to be provided and relevant time period for which the release is authorized:

- Utility Allowance Requests – One year of Account Usage Information Only
- Utility Assistance Requests – Current Account Balance, Three Months Payment History, Amount to Stop Termination of Services and Next Bill Due Date
- All Other Requests:
Purpose of Request: _____
Type of Account Information to Release: _____
Account Information for the following dates: ___ / ___ / ___ through ___ / ___ / ___

This Authorization is limited to a one-time release of account information.

I verify that I am the Account Holder responsible for payment of charges on the following account and hereby request and authorize Duquesne Light Company to provide the account information specified about to the Authorized Party. I hereby release, hold harmless, and indemnify Duquesne Light Company and the Authorized Party from any liability, claims, demands, causes of action, damages or expenses resulting from: (1) any release of information pursuant to this Authorization, (2) the unauthorized use of this information by the Authorized Party, and (3) any actions taken by the Authorized Party pursuant to this Authorization.

Utility Account No.: _____
Customer Name (print): Delmer Hobson
Service Address: 228 Delaware Ave 10 Versailles PA 15137
Mailing Address (if different): _____
Day phone: 412-728-1290 Home phone: _____

Account Holder Signature:  Date: 7-12-2024

Once complete, the Account Holder or Authorized Party should return this form to the appropriate contact at Smart Comfort or ACT 129 for Duquesne Light.

DLC EXHIBIT NO. 9
REDACTED

Usage Comparison Report

Account ID	██████0000	BCS Case #	C-2026-3060330
Service Name	HOBSON,DELMAR	Account Status	Active
Service Street	225 DELAWARE AVE	Rate	RH
City/State/Zip	N VERSAILLES, PA	Period Covered	3/18/2024 to 2/18/2026

Date	Days	KWH	Avg		Date	Days	KWH	Avg
01/20/26 to 02/18/26	29	5,771.14	199.00		02/18/25 to 01/18/25	31	5,424.87	175.00
12/17/25 to 01/20/26	34	5,590.73	164.43		01/18/25 to 12/17/24	32	5,235.51	163.61
11/16/25 to 12/17/25	31	4,895.11	157.91		12/17/24 to 11/17/24	30	3,784.32	126.14
10/16/25 to 11/16/25	31	2,624.76	84.67		11/17/24 to 10/16/24	32	1,676.85	52.40
09/17/25 to 10/16/25	29	610.69	21.06		10/16/24 to 09/17/24	29	788.52	27.19
08/18/25 to 09/17/25	30	199.59	6.65		09/17/24 to 08/15/24	33	650.99	19.73
07/20/25 to 08/18/25	29	154.50	5.33		08/15/24 to 07/17/24	29	424.99	14.65
06/19/25 to 07/20/25	31	172.89	5.58		07/17/24 to 06/17/24	30	496.50	16.55
05/19/25 to 06/19/25	31	840.87	27.12		06/17/24 to 05/16/24	32	612.19	19.13
04/20/25 to 05/19/25	29	914.59	31.54		05/16/24 to 04/17/24	29	969.41	33.43
03/19/25 to 04/20/25	32	2,267.18	70.85		04/17/24 to 03/18/24	30	2,213.61	73.79
02/18/25 to 03/19/25	29	4,060.10	140.00		03/18/24 to 02/18/24	29	2,501.29	86.25
Total	365	28,102.15	76.99			366	24,779.05	67.70

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. 10
REDACTED



Duquesne Light Company
411 7th Ave Ste 3
Pittsburgh, PA 15219-1942



DELMAR HOBSON
225 DELAWARE AVE
N VERSAILLES PA 15137-1922



Service Address:
225 DELAWARE AVE
N VERSAILLES, PA 15137-1922

Account Number: [REDACTED] 0-000
Supplier Agreement ID: [REDACTED] 0405

April 09, 2026

Dear Customer,

We received notice that you want to change your electric generation supplier. Please be aware that you may receive one or more bill(s) from your current supplier before your new supplier switch takes effect. Duquesne Light Company recommends that you check with your current supplier to determine if there are any cancellation and/or termination fees or if you have questions about your rate.

Service with your new supplier will begin on the effective date listed. Once the change takes effect, your account will show the following information:

Supplier	NRG Retail Solutions
Supplier Phone Number:	(855) 500-8703
Effective Date:	04/14/2026

The rate is determined by your supplier and may be subject to change based on the terms and conditions of your contract.

If you have a net meter and are switching suppliers, you should contact your new Electric Generation Supplier as soon as possible to see if they offer net metering service.

If the information provided above is incorrect or if you have questions, please call 888-393-7100 as soon as possible.

Duquesne Light Company supports your right to choose and recommends that you visit PAPowerSwitch.com for information regarding electric choice. Remember, no matter which electric generation supplier you choose, Duquesne Light Company will continue to safely and reliably deliver your power.

Sincerely,

Customer Service Department

NEWSUPP
POSTAL

DLC EXHIBIT NO. 11
REDACTED



DUQUESNE LIGHT COMPANY
CHRONOLOGICAL SUMMARY OF PAYMENT ARRANGEMENTS

DELMAR AND VALERIE HOBSON
ACCOUNT # 0000

TYPE:	PUC Payment Arrangement #3617354
INITIATION DATE:	05/24/18
ACCOUNT BALANCE:	\$765.77
TERMS:	Budget plus \$22.00 begin July 2018 due date for 35 months.
COMPLIANCE:	No

TYPE:	Company Payment Arrangement
INITIATION DATE:	10/12/18
ACCOUNT BALANCE:	\$879.94
TERMS:	Current charges plus \$25.83 begin November 2018 due date for 35 months.
COMPLIANCE:	No

TYPE:	Company Payment Arrangement
INITIATION DATE:	12/19/18
ACCOUNT BALANCE:	\$1,679.59
TERMS:	\$550.00 upfront, then budget plus \$24.00 going forward for 48 months.
COMPLIANCE:	No

TYPE:	Company Payment Arrangement
INITIATION DATE:	11/23/20
ACCOUNT BALANCE:	\$2,658.19
TERMS:	\$48.00 by 12/02/20, then budget plus \$47.00 going forward for 56 months.
COMPLIANCE:	No

TYPE:	Customer Assistance Program (CAP)
INITIATION DATE:	12/26/23
ACCOUNT BALANCE:	\$1,976.80
TERMS:	10% of income, or \$159.00
COMPLIANCE:	No (Defaulted 01/27/26 for failure to update income)