

Energy Assistance

Duquesne Light's Universal Services Programs help those in need gain access to affordable energy.

Call us to find out how we can help you
1-888-393-7600

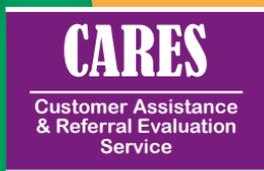


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Introduction

Through Universal Services Programs, such as **CAP, Smart Comfort, CARES, Dollar Energy Fund** and **LIHEAP**, Duquesne Light intends to cost effectively ensure that payment-troubled customers on a limited or fixed income have access to affordable energy.

Duquesne Light works with eligible customers to:

- Establish affordable payment arrangements that maintain electric service and assist customers in achieving self-sufficiency in paying their bill.
- Provide assistance in reducing their electric consumption to a more affordable level.

We are here to help you. Just call 1-888-393-7600.

CAP

Customer Assistance Program



Goal of CAP

The goal of Duquesne Light's Customer Assistance Program is to help low-income households that have an inability to pay their electric bill receive affordable energy. As a qualified customer, you will be assisted in achieving self-sufficiency by making timely payments.

Program Benefits

- Protection against loss of electric service.
- Reduced monthly payments based on ability to pay.
- Arrearage forgiveness over a specified period of time.
- Information about reducing your electric use.
- Toll-free number for questions and information.
- Referrals to other community resources, such as:

Dollar Energy Fund	Housing	Food Programs
Employment	Counseling	LIHEAP
Rehabilitation	Transportation	

How to Qualify for CAP

- The name on your account must be an adult (18 years of age or older) living in the household.
- Your monthly and/or yearly household income must fall within federal income guidelines.

CAP Customer Assistance Program

How to Apply for CAP

1. Call our Universal Services Center at: 1-888-393-7600

A Duquesne Light representative will provide the name and telephone number of the CAP agency nearest you. When you contact that CAP agency, please have the following information available:

- Monthly and/or yearly income of all household members.
- Names, birth dates and Social Security numbers of all household members.
- Household expenses, such as rent, utility bills, food and insurance payments.

Some applications can be processed over the telephone.

2. Provide proof of income.

You may be required to provide proof of your monthly and/or yearly household income at the CAP agency specified by the Duquesne Light representative.

3. To remain a CAP customer, you must complete the steps of the application process annually.

CAP Customer Assistance Program

Your CAP Payment

If you qualify for **CAP**, you will be put on a payment plan and will be required to make an on-time monthly payment. Your payment is based upon your ability to pay.

Current Charges	Monthly CAP payment will be based on a percentage of your monthly budget amount.
Past Due Amount	1/36 of your arrearage amount will be forgiven for each monthly, on-time, complete payment. If you remain in CAP , you can pay off your past due amount.

Reducing Your Account Balance

You can completely forgive your account balance if you make your monthly payments on time for three consecutive years.

CAP Customer Assistance Program

Your Responsibilities

- Pay your monthly **CAP** payment by the due date.
- Apply for energy assistance grants, when available.
- Participate in energy education.
- Conserve electricity.
- Accept weatherization measures, if you qualify.
- Accept any changes to the **CAP** Program.
- Notify Duquesne Light's Universal Services Center of any change in income, residence or number of household members.

→ If you do not maintain your responsibilities, you may be removed from the program.

→ For more information about Energy Assistance Grants, please call our Universal Services Center at 1-888-393-7600.

Smart Comfort Usage Reduction Program



Goal of Smart Comfort

The goal of Duquesne Light's **Smart Comfort** Program is to help you reduce your electric bill.

Program Benefits

- Free conservation measures.
- Energy education.
- Services and measures to reduce your electric use and lower your monthly bill.
- Energy audit.
- Toll-free number for questions and information.
- Referrals to other community resources.

Weatherization Measures

An energy manager will visit you in your home and provide energy education and free usage reduction measures through an energy audit.

The Home Energy Audit Will:

- Investigate potential savings areas.
- Measure usage of targeted electrical equipment.
- Provide energy education.
- Apply energy reduction measures, where needed.

Smart Comfort Usage Reduction Program

How to Qualify for Smart Comfort

- The name on your account must be an adult (18 years of age or older) living in the household.
- Meet at least one of the following three criteria:
 - own your home.
 - be an electric heating customer.
 - have continuous electric service at your current residence for the previous six months.
- You have not had a **Smart Comfort** visit in the last seven years.
- Your monthly and/or household yearly income must fall within federal income guidelines.
- Your monthly average usage must be greater than 500 kilowatt-hours (kWh).

Smart Comfort Usage Reduction Program

How to Apply for Smart Comfort

1. Call Smart Comfort at 1-866-282-3147

When you call, please have the following information available:

- Your 13-digit Duquesne Light account number (upper right on bill).
- Monthly and/or yearly income of all household members.
- The phone number(s) at which you can be reached.

2. Provide proof of income

You may be required to provide proof of your monthly and/or yearly household income to the energy manager during the home visit.

Your Responsibilities

- Participate in energy audit and energy education with an Energy Manager.
- Accept any weatherization or conservation measures.
- Conserve energy.

CARES

Customer Assistance & Referral Evaluation Service



Hardships, such as loss of income due to injury, illness or death of primary wage earner, can strike anyone at anytime. When they do, payment problems may occur. Many customers experiencing these types of problems are not aware of the programs and services available to help them.

Goal of CARES

The goal of Duquesne Light's **CARES** program is to assist payment-challenged customers and special-needs customers to obtain necessary social service support and assistance.

Program Benefits

- Affordable monthly payments.
- No late payment charges.
- Home visit by **CARES** representative.
- Information about reducing your electric use.
- Toll-free number for questions and information.
- Referrals to other Duquesne Light programs.
- Referrals to other community resources, such as:

Dollar Energy Fund	Housing	Food Programs
Employment	Counseling	LIHEAP
Rehabilitation	Transportation	

CARES Customer Assistance & Referral Evaluation Service

How to Qualify for CARES

There are no income guidelines to qualify for the **CARES** Program. You may qualify for **CARES** if you:

- Are experiencing a temporary hardship.
- Are willing to work together with a **CARES** representative.

Examples of Temporary Hardships

- Serious illness or injury to a member of household.
- Death of primary wage earner.
- SSI or disability recipient.
- Low-income elderly.
- Low-income single parent.
- Loss of income to household.
- Marital or family problems.
- Loss of unemployment benefits.
- High medical bills.
- Mental health disability.

CARES Customer Assistance & Referral Evaluation Service

How to Apply for CARES

1. Call our Universal Services Center at: 1-888-393-7600

A Duquesne Light representative will provide the name and telephone number of the CARES agency nearest you. When you contact that CARES agency, please have the following information available:

- Monthly and/or yearly income of all household members.
- Names, birth dates and Social Security numbers of all household members.
- Household expenses, such as rent, utility bills, food and insurance payments.

2. Provide proof of income.

You may be required to provide proof of your monthly and/or yearly household income.

Your Responsibilities

- Must apply for energy assistance grants, if eligible.
 - Must contact agencies suggested to you by the **CARES** representative.
 - Conserve electricity.
- If you do not maintain your customer responsibilities, you may be removed from the program.**

Dollar Energy Fund



Since 1983, the **Dollar Energy Fund** has been helping to make basic utilities more affordable for people with fixed or limited incomes. The fund is a private charity founded by a group of community, religious and business leaders.

The Fund assists with energy bills that are no longer manageable. Individuals apply once a year for each utility and are not expected to pay the grants back.

Goal of the Dollar Energy Fund Grant Program

The goal of the Grant Program is to help customers understand and access community resources to solve their heat, light and water payment problems as a step toward greater self-sufficiency.

Program Benefits

- Prevent termination of electric service.
- Restore electric service if terminated.

Dollar Energy Fund

Program Eligibility Dates

(2007-2008 Program Year)

- The program is open from Oct. 1 through Nov. 30 for services that are off or in threat of termination only.
- Beginning Dec. 1 through Jan. 31, an applicant's service must be off.
- During the month of February, an applicant's service must be off or in threat of termination.
- On March 1, the program is open to all eligible customers regardless of service status, while funds are available.

How to Qualify for Grant Program

- Your account must be residential, single home or apartment.
- The name on your account must be an adult (18 years of age or older) living in the household.
- You must have paid at least \$150 on your account in the last 90 days. Senior citizens (age 62 and over) must have paid at least \$100.
- You must have a balance on your electric bill of at least \$100.
- Senior citizens age 62 and over may have a zero balance, as long as there is no existing credit on the account.
- Your monthly and/or yearly household income must fall within federal income guidelines.

Dollar Energy Fund

How to Apply for the Grant Program

1. Call our Universal Services Center at: 1-888-393-7600

The Duquesne Light representative will refer you to a screening agency in your area that will assist you in filling out the Grant Program application.

When you place your call to the screening agency, please have the following information available:

- Monthly and/or yearly income of all household members.
- Names, birth dates and Social Security numbers of all household members.
- Household expenses, such as rent, utility bills, food and insurance payments.

Provide proof of income.

You will be required to provide proof of your monthly and/or yearly household income when you visit the screening agency to fill out the Grant Program application.

Your Responsibilities

- Make a sincere effort to pay your monthly electric bill.
- Contact Duquesne Light to set up payment arrangements.

LIHEAP

Low-Income Home Energy Assistance Program



Goal of LIHEAP

LIHEAP helps eligible customers on low or limited incomes pay their heating bills through energy assistance grants. You do not have to have an unpaid bill to receive energy assistance.

The Department of Public Welfare administers **LIHEAP** and establishes dates in which **LIHEAP** is available.

How to Qualify for LIHEAP

- You must be responsible for your home heating costs.
- Your monthly and/or yearly household income must fall within federal income guidelines.

CRISIS Grants:

Additional money is available if you have an emergency situation and are in danger of losing your heat.

Emergency Situations Include:

- Broken heating equipment or leaking lines which must be fixed or replaced.
- Being without fuel.
- Utility service termination.
- In danger of being without fuel or having utility service terminated

Assistance with emergency situations is available 24 hours a day. Call your local County Assistance Office for information.

LIHEAP Low-Income Home Energy Assistance Program

How to Apply for LIHEAP

1. Call or visit your local County Assistance Office to set up an appointment.

If you think you qualify, contact your local County Assistance Office as soon as possible. Be sure to apply at the office for the county where you live. Funds for this program are limited and the program is only open a short time.

When you apply for **LIHEAP**, you will need to bring the following information:

- Proof of monthly and/or yearly income of all household members.
- Names, birth dates and Social Security numbers of all household members.
- A recent heating bill.

If You Qualify for LIHEAP

Thirty days after you apply for energy assistance, you will receive written notice telling you if you are eligible and the amount you will receive.

A payment will be sent directly to your utility/fuel company, and the payment will be credited on your bill. In some cases, the check may be mailed to you for forwarding to your utility/fuel company.

For further information and to learn the dates of assistance availability, call Duquesne Light's Universal Services Center at 1-888-393-7600.

Universal Services Community Partners

Holy Family Institute

211 N. Whitfield St.
Pittsburgh, PA 15206
(East Liberty)
(412) 361-2583

Holy Family Institute

1789 S. Braddock Ave.
Suite 585
Pittsburgh, PA 15218
(Swissvale)
(412) 244-8010

Holy Family Institute

19 May St.
McKees Rocks, PA 15136
(412) 331-8665

Holy Family Institute

Northside Common Ministries
1601 Brighton Rd.
Pittsburgh, PA 15212
(North Side)
(412) 322-6588

Goodwill Industries

2600 East Carson St.
Pittsburgh, PA 15203
(South Side)
(412) 390-2313

Goodwill Industries

345 Fifth Ave.
McKeesport, PA 15132
(412) 664-1967

Catholic Charities

212 Ninth St., 8th Floor
Pittsburgh, PA 15222
(Downtown)
(412) 456-6913

Catholic Charities

3582 Brodhead Rd.
Suite 108
Monaca, PA 15061
(724) 775-2034

North Hills

Community Outreach

416 Lincoln Ave.
Pittsburgh, PA 15209
(Millvale)
(412) 487-6316

Goodwill Industries,

Rochester Plaza
750 Ohio River Blvd.
Rochester, PA 15074
(724) 775-6768

Duquesne Light Universal Services Center

1-888-393-7600

Hours of Operation

8 a.m. to 5 p.m.

Monday – Friday

**Offering a wide range of
energy assistance programs
for those in need.**

