

IMPORTANT INFO FOR CUSTOMERS WITH PROTECTION FROM ABUSE ORDER

If you currently have a valid **Protection from Abuse Order (PFA)**, you have the following protections, regardless of your income:

- ◆ Your utility company cannot shut off your gas or electric service during the winter without permission from the Public Utility Commission (PUC).
- ◆ Depending on your income, a special payment arrangement may be available.
- ◆ Service may not be terminated on a Friday.
- ◆ You may not be held responsible for a bill in someone else's name.
- ◆ You may not be required to pay a security deposit. If you are required to pay a security deposit, you may be able to pay it over three payments.
- ◆ You will receive additional notice prior to termination.

What is a Protection from Abuse Order (PFA)?

A PFA is an order from the court that protects you and your children from your abuser. It is a civil order that you can request on your own behalf against a family or household member who is abusing you. Under the law, abuse is considered:

- Bodily injury or rape. Criminal charges do not need to be filed.
- Reasonable fear of imminent serious bodily injury.
- False imprisonment, including being kept or held for a short period of time, or being grabbed by the arms and not allowed to move or leave.
- Child abuse.
- Stalking, including being followed or watched at home or at work, and/or being sent unwanted letters, gifts, email or telephone calls.

Domestic Violence Programs

Your local domestic violence hotline is available 24 hours a day, and all services are free and confidential. For more information, look in the blue pages of your local phone book, or call 1-800-799-SAFE for contact information.

Note: In order to receive these protections from Duquesne Light Company, you will be required to provide Duquesne Light with a copy of your PFA Order. However, Duquesne Light will not share this information with any third party.