

Understanding Your Bill

Actual Meter Reading -- A reading we take from your meter. We read over 99% of our meters each month.

Basic Service -- The three charges for supply, transmission and distribution that all customers must pay in order to retain electric service.

Customer Charge -- A monthly charge on your bill that includes our costs for meter reading, customer billing, service equipment and other expenses. We have these expenses even in months that you may not use electricity.

Distribution -- The local wires, transformers, substations and other equipment used to distribute and deliver electricity to end-use consumers from high-voltage transmission lines.

Distribution Charges -- Charges for the use of local wires, transformers, substations and other equipment used to deliver electricity to end-use consumers from high-voltage transmission lines.

Electric Distribution Company (EDC) -- The company that owns the power lines and equipment necessary to deliver purchased electricity to the customer.

Estimated Meter Reading -- Amount of electricity we determine that you may have used during the month, based on your prior electric use and weather conditions. We send you an estimated bill for the months when we have not read your meter.

Kilowatt-Hour (kWh) -- The basic unit of electric energy for which most customers are charged. The amount of electricity used by 10 100-watt light bulbs left on for one hour. Consumers are charged for electricity in cents per kilowatt-hour.

Multiplier -- A number we use to convert the difference between your meter readings to kilowatt-hours and to show your actual electric usage. Most residential meters have a multiplier of 12.

Non-Basic / Special Charges -- Any category of service not related to basic service (supply, transmission and distribution charges).

Supplier (Electricity Supplier) -- A person or corporation, generator, broker, marketer, aggregator or any other entity that sells electricity to customers using the transmission or distribution facilities of an electric distribution company (EDC).

Supply/Generation -- Production of electricity from a power plant.

Supply/Generation Charges -- Charges for the production of electricity.

Transmission -- Interconnecting electric lines which move high-voltage electricity from where it is produced to the point of distribution to customers.

Transmission Charges -- Charges for moving high-voltage electricity from a supply facility to the distribution lines of an electric distribution company.

Special Services

Customer Protection Plan -- An injury, illness or vacation could prevent you from reading your mail as you usually would. At your request, we will send a copy of any Duquesne Light past-due notice to a person of your choice.

Employee I.D. Program -- All Duquesne Light employees have a photo-identification card. For your protection, ask to see it!

Medical Emergencies -- Please let us know when anyone in your home is using life-support equipment. We will try to give you advance warning of planned outages. Please call Customer Care (1-412-393-7100) for further information.

Customer Assistance Program -- Duquesne Light may be able to help you reduce your bills, arrange an affordable payment or provide information on cash grants, household budgeting or financial counseling. Our goal is to help eligible customers maintain their electric service. If you need help paying your bills, call and speak to a Customer Assistance Program specialist at 1-888-393-7600.

Billing and Payment Conveniences

e-Bill service -- Our **free** on-line bill presentment service. Once enrolled, you will no longer receive paper bills. You will receive an e-mail notification that your bill is available to view. You can sign up at www.duquesnelight.com.

Automatic Bill Payment (ElectriCheck) -- our **free** service to have your bill payment automatically deducted from your bank account on the due date of the bill. You can sign up at www.duquesnelight.com.

Schedule an On-line Payment -- a **free** service to have your payment deducted from your bank account on the date you choose.

Make a One-Time Payment -- credit card/check services. Go to our website at www.duquesnelight.com or call 1-800-968-1305. **Fees apply.**

Budget Payment Plan -- helps you level out your monthly payments -- see page 3 for more information.

U.S. Mail -- use the payment coupon and envelope we provide to return your payment to us.

How to Reach Us

Visit our Web site at: www.duquesnelight.com

Call us for: General information: 1-888-393-7100 or 1-412-393-7100
Credit & Collection: 412-393-7200
Emergencies: 1-888-393-7000 or 1-412-393-7100

Write us at: Customer Care Department
Duquesne Light Company
411 Seventh Avenue, MD 6-1
Pittsburgh, PA 15230-1930

Please call, email or write our business office for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date.

Complete the information at the right to correct your name or mailing address.

If you are moving and need to have your service turned on or off, you must call Customer Care at 1-412-393-7100.

For changes or corrections to be processed, check the box on the front of the coupon.

PAYMENT MUST BE MAILED

Reason for change:

Name: _____

Street address: _____

City: _____

State/Zip: _____ Zip: _____

Phone--home: (____) _____

Phone--other: (____) _____

Pledge to Dollar Energy Fund \$1.00 \$2.00 \$3.00 or other \$____.00