



ServiceLine

A power-filled publication brought to you by  Duquesne Light



Energy Help Available

Grants, eligibility expanded to help meet need

Do you or someone you know need help paying the electric bill this winter, or weatherizing a home? If so, you may benefit from some very important assistance programs. LIHEAP 1, LIHEAP 2 and the Dollar Energy Fund offer financial help. Another program – The Home Weatherization Program – helps by offering energy-saving improvements (such as caulking and weather-stripping) to low- and fixed-income households, regardless of whether you own your home or rent.

If you qualify for the assistance grants, you don't have to pay the money back, and no lien will be put against your home. But you should ACT QUICKLY.

- The first day to apply for the LIHEAP 1 program is Nov. 3, 2008. The last day to apply is March 31, 2009.
- The first day to apply for the LIHEAP 2 program also is Nov. 3, 2008, and the last day is March 31, 2009.

Anticipating increased need this winter, Congress nearly doubled the federal allocation for LIHEAP from \$2.6 billion last year to \$5.1 billion this year. Pennsylvania's share will be \$308 million, compared to \$192 million last year. The minimum cash grant will increase from \$100 to \$300, and residents in need of crisis assistance will see their maximum grant rise from \$300 to \$800.

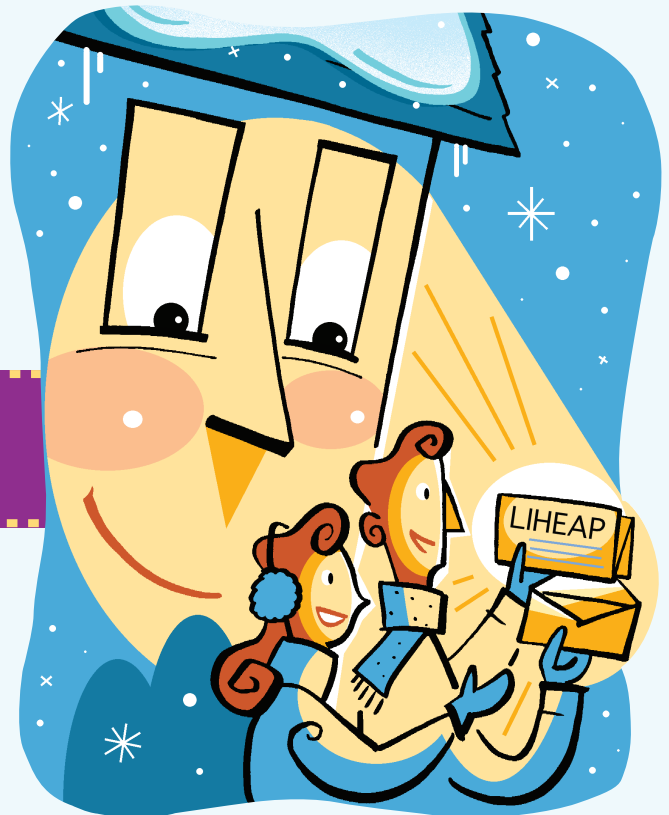
Gov. Rendell recently announced that the state will expand eligibility for LIHEAP to Pennsylvanians earning up to \$44,443 for a family of four – an increase from 150 percent of the federal poverty level to approximately 210 percent of the federal poverty level. Check the box below to see if you meet the new guidelines.

Monthly Income

HOUSEHOLD SIZE	LIHEAP 1 and LIHEAP 2	Weatherization	Dollar Energy Fund
1	\$1,926	\$1,926	\$1,734
2	\$2,519	\$2,519	\$2,334
3	\$3,111	\$3,111	\$2,934
4	\$3,704	\$3,704	\$3,534
5	\$4,296	\$4,296	\$4,134
6	\$4,889	\$4,889	\$4,734
7	\$5,000	\$5,000	\$5,334
8	\$5,111	\$5,111	\$5,934

The First Easy Step: LIHEAP 1

LIHEAP 1 – the Low Income Home Energy Assistance Program – provides one cash grant per heating season. This money can help you pay your electric bill. To be eligible for this program, your income must fall within the guidelines. **You do NOT have to be behind in your electric payments to apply for this money.**



How to Apply for LIHEAP 1

Gather the following items:

- proof of income for each adult in your household
- a copy of your most recent utility bill
- the Social Security number for each adult in your household and, if possible, for each child.

You'll need this information when you complete the application form.

If you applied for LIHEAP 1 funds last year you may receive an application form from the state in the mail. You also can obtain a copy of the form at the Department of Public Welfare website, www.dpw.state.pa.us. Look for it on the "Most Downloaded Forms" listing on the bottom left-hand corner of the home page. You can complete this application and return it through the mail if you wish. **Please note that you must apply for LIHEAP 1 funds no later than March 31, 2009.**

Allegheny County residents

can apply for LIHEAP 1 funds at one of the county assistance offices in their neighborhood, or by calling or visiting the following location:

State Office Building, Room 111
300 Liberty Ave., Pittsburgh, PA 15222
412-562-0330

Beaver County residents

can apply for LIHEAP 1 by visiting or calling the following location:

171 Virginia Ave.
Rochester, PA 15074
724-773-7495 or 1-800-653-3129

(Note: TDD and Voice are available for the hearing impaired.)

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For More Help: LIHEAP 2 (Crisis Grant)

If you've applied for LIHEAP 1 and still need more help, the next step is to apply for LIHEAP 2. This program can give you up to \$800 of emergency assistance – money that can be used for energy-related emergencies. The guidelines for this program are **different** than the guidelines for LIHEAP 1. For LIHEAP 2, you must meet at least one of the following conditions:

- had your service shut off
- have frozen pipes or a broken furnace
- be out of home-heating fuel or in imminent danger of being without this fuel or
- have a valid termination notice.

How to Apply for LIHEAP 2

Gather the same items listed under "How to Apply for LIHEAP 1," plus your valid termination notice if you have one. Take these items to one of the following locations, or have them handy when you call. **Please note that you must apply for LIHEAP 2 funds no later than March 31, 2009.**

Allegheny County residents

can apply for LIHEAP 2 funds by calling the Crisis Hotline at 1-800-851-3838, or by visiting the following location:
1 Smithfield St.
Pittsburgh, PA 15222

Beaver County residents

can apply for LIHEAP 2 funds by calling 724-773-7495 or toll-free 1-800-653-3129, or by visiting the following location:
171 Virginia Ave.
Rochester, PA 15074

Remember: When you receive your application or when you apply in person, you have the **RIGHT TO CHOOSE** Duquesne Light Company to receive your LIHEAP grant. You must check the "secondary heat source" box on your application, if you do not have electric heat.

Even More Help: The Dollar Energy Fund

In addition to LIHEAP 1 and LIHEAP 2, you can receive additional help from the Dollar Energy Fund, if you meet the income guidelines in the box on the front page of this newsletter. Through Nov. 30, 2008, Duquesne Light will accept Dollar Energy Fund grants for customers whose service is off or in threat of termination. From Dec. 1, 2008, through Jan. 31, 2009, Duquesne Light only will accept grants for customers whose service is off. From Feb. 1 through Feb. 28, 2009, Duquesne Light will accept grants for customers whose service is off or in threat of termination.

Beginning March 1, 2009, you can apply to the Dollar Energy Fund even if your



service has not been terminated. The maximum grant amount is \$500. Call 1-888-393-7600 for the Dollar Energy Fund application location nearest to you.

The Home Weatherization Program

Whether you own your home or rent, one way to keep your utility bills down this winter and protect your family from the cold is through the Home Weatherization Program. To be eligible, you must meet the income guidelines in the box on the front page.

If you qualify, you can get free help from weatherization improvement experts with everything from applying caulking and weather stripping to tuning up your furnace. (If you rent, you must first get your landlord's approval.)

If you need more information on any of these programs, call Duquesne Light at 1-888-393-7600.

How to Apply for Home Weatherization

You can apply year-round. Just call the telephone number for your area (see following listings) and ask for an application.

City of Pittsburgh residents:

Action Housing, Inc.
425 Sixth Ave., Suite 950
Pittsburgh, PA 15219-1819
412-227-5700

McKeesport and Mon Valley residents:

Steel Valley OIC
515 Walnut St.
McKeesport, PA 15132
412-678-8622

Other Allegheny County residents:

Action Housing, Inc.
425 Sixth Ave., Suite 950
Pittsburgh, PA 15219-1819
412-227-3700

Beaver County residents:

Housing Authority of Beaver County Weatherization Program
300 State St.
Beaver, PA 15009
724-775-1220, ext. 37

Wise Energy Usage
Tip of the Month

Put your thermostat in the right place. Keep the area around your thermostat clear — drafts created by appliances or heat from lighting fixtures can force your thermostat to function improperly. Don't confuse your thermostat.

HOW TO REACH DUQUESNE LIGHT

Customer Service	1-888-393-7100
Outages and Emergencies	1-888-393-7000
TDD (Telecommunications Device for the Deaf)	412-393-4320
Credit & Collection	412-393-7200
Department and Employee Directories	412-393-6000
Universal Services (Energy Assistance)	1-888-393-7600
Time and Temperature	412-391-9500

HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES

Thanksgiving Day	Christmas Day	New Years Day
Thursday, Nov. 27	Thursday, Dec. 25	Thursday, Jan. 1
Closed	Closed	Closed