



ServiceLine

A power-filled publication brought to you by  Duquesne Light



Energy Help Available

Apply now for grants, home weatherization



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. Duquesne Light's Customer Assistance Program offers monthly bill-payment assistance based on household income. LIHEAP and the Dollar Energy Fund offer additional 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 a LIHEAP cash grant is Nov. 2, 2009. The last day to apply is March 15, 2010.
- The first day to apply for a LIHEAP crisis grant is Jan. 4, 2010, and the last day is March 15, 2010.
- Persons without heat can apply for assistance under the Crisis Exception Policy, beginning Nov. 2, 2009, through Jan. 3, 2010.

The First Easy Step: LIHEAP Cash Grant

LIHEAP – the Low Income Home Energy Assistance Program – provides one cash grant per heating season. The minimum cash grant is \$100; the maximum is \$1,000. 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.**

New
Duquesne Light
Energy Efficiency
Programs Will Save
You Energy & Money



Check www.duquesnelight.com and future issues of **ServiceLine** for more info

How to Apply for LIHEAP Cash Grant

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 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 a LIHEAP cash grant no later than March 15, 2010.**



Allegheny County residents

can apply for a LIHEAP cash grant 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 a LIHEAP cash grant 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.)

Monthly Income

Household Size	LIHEAP	Weatherization	Dollar Energy Fund
1	\$1,354	\$1,354	\$1,805
2	\$1,821	\$1,821	\$2,428
3	\$2,289	\$2,289	\$3,052
4	\$2,756	\$2,756	\$3,675
5	\$3,224	\$3,224	\$4,298
6	\$3,691	\$3,691	\$4,922
7	\$4,159	\$4,159	\$5,545
8	\$4,626	\$4,626	\$6,168

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Energy Help Available (continued)



For More Help: LIHEAP Crisis Grant

If you've applied for a LIHEAP cash grant and still need more help, the next step is to apply for a LIHEAP crisis grant. This program can give you up to \$400 of emergency assistance – money that can be used for energy-related emergencies. The guidelines for this program are **different** than the guidelines for a LIHEAP cash grant. For a LIHEAP crisis grant, 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 Crisis Grant

Gather the same items listed under "How to Apply for LIHEAP Cash Grant," 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 a LIHEAP crisis grant no later than March 15, 2010.**

Allegheny County residents

can apply for a LIHEAP crisis grant 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 a LIHEAP crisis grant 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 can list 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.

Crisis Exception Policy

Persons without heat can apply for assistance under the Crisis Exception Policy. Households must meet the following criteria to be considered "without heat."

A household's main heating source has been shut off or completely depleted or its secondary heating source (a source used to operate the main heating source or used if the main heating source is not working) has been completely shut off or is depleted.

To apply, or for more information, contact your county assistance office.

Even More Help: The Dollar Energy Fund

In addition to LIHEAP, 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, 2009, Duquesne Light will accept

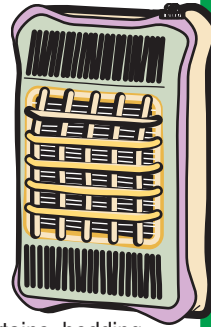
Dollar Energy Fund grants for customers whose service is off or in threat of termination. From Dec. 1, 2009, through Jan. 31, 2010, Duquesne Light only will accept grants for customers whose service is off. From Feb. 1 through Feb. 28, 2010, Duquesne Light will accept grants for customers whose service is off or in threat of termination.

Beginning March 1, 2010, 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 location nearest to you.

Stay Safe When Using Space Heaters

Space heaters are meant to supply supplemental heat only. Follow these safety tips when using one.

- Make sure yours is certified and approved by a national testing laboratory, such as Underwriters Laboratories (UL).
- Always place on a level surface.
- Keep anything flammable – such as curtains, bedding, clothing, furniture, and rugs – at least three feet away.
- Never leave a space heater running unattended, in rooms where children are unsupervised, or while you're sleeping.
- Use one that has a "tip switch" that will shut off if it is knocked over or falls.
- Remember to turn off and unplug space heaters when not in use.
- Try never to use with an extension cord. If one is needed, make sure it is a heavy-duty cord, and that it has a power rating at least as high as shown on the label of the heater.



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.)

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

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

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

Christmas Day
Friday, Dec. 25
Closed

New Year's Day
Friday, Jan. 1
Closed