

Business Wire

A power-filled publication brought to you by  **Duquesne Light**
Our Energy...Your Power®

FALL 2015

GOOD FOR THE ENVIRONMENT. GOOD FOR YOU.

Try Our Free Paperless Billing & Payment Options

PayItGreen™

For many customers, paying your electric bill means waiting for a hard copy bill to arrive in the mail, then opening it, writing out a paper check, stamping an envelope and mailing it back to us, not to mention filing away the bill for your records.

THAT'S A LOT OF PAPER.

It doesn't have to be that way. Duquesne Light makes it possible to "go paperless" when paying your electric bill with our free, optional **e-Bill**, **ElectriCheck** and **Schedule a Payment** services.

View Your Bill Online with



CONVENIENT

ECO-FRIENDLY

SECURE

FREE

 **e-Bill** — This free service enables you to view your Duquesne Light bill online. Once you enroll in e-Billing, you no longer will receive a paper bill. Instead, you will receive an email with the amount and date due, as well as a link to our website, where you will log-in to review your entire e-Bill and also can manage payment online. A minimum of one year of your previous bills will be available online to make record keeping easy in case you ever need to refer back to them. Keep in mind, you also will have the ability to save your e-Bill to your computer as part of your personal record keeping.

 **Automated Bill Payment (ElectriCheck)** — While e-Bill eliminates the paper aspect of receiving your electric bill, ElectriCheck eliminates the need for paper when making your payment. Through this free service, your monthly payment will automatically be deducted from your specified checking or savings account on the due date.

 **Schedule a Payment** — Allows you to make a one-time payment from a specified checking or savings account on the date you choose. Payments can be scheduled as little as two business days in advance (except for the first payment, while your information is verified).



Whether you are a regular visitor to Duquesne Light's website or a new user, it's easy to sign up to go green via e-Bill, automated bill payment and/or our schedule-a-payment service.

Here's how:

Registered users of Duquesne Light's website:

- Log on to your account at DuquesneLight.com
- Click on "For Your Business"
- Click on "Manage My Account"
- Select "Payment Options," then "Pay It Green" and follow the instructions.

New visitors to the website:

- If you are new to our website, then you will need to first complete a simple registration process, including creating a username and a password, before taking the steps noted in the "registered users" section to sign up for e-Bill, automated bill payment and/or schedule a payment.
- Please be aware that the email address used for your web registration will be used to deliver your e-Bill notifications. Once registered, be sure not to filter emails from **e-Bill@duqlight.com** as spam or junk mail.

>>>>If you need help registering, don't hesitate to call one of our customer service representatives at **412-393-7100**. 

SHOPPING INFORMATION BOX ADDED TO MONTHLY BILL

Beginning with the November billing cycle, your monthly Duquesne Light statement now will feature a Shopping Information Box.

There, you can easily locate your Supplier Agreement ID and the rate classification you are billed under, known as the Rate Schedule. When shopping for an electric generation supplier, be sure to keep your Supplier Agreement ID handy. You'll need it when talking with potential suppliers.

Sample bills for a variety of commercial and industrial customers can be found on our website, DuquesneLight.com. They can help you understand where various information you may be looking for is located. On the "ForYour Business" section of the website, click "Manage My Account" and then select "Understanding My Bill" and "How to Read My Bill" to access the sample bills. ➔

Duquesne Light
Customer Name and Service Address: Account Number: 999999999
CUSTOMER M SAMPLE Rate: GM-Medium Commercial < 25
12 SAMUEL STREET City, PA 15044-0000 Date Prepared: 08/31/16
BILL ID: 222222222222 Page 3 of 4

Meter Information									
Meter No.	Voltage	Meter Constant	Service Period		Meter Readings		Kilowatt Hour Information		
			From	To	Prev	Present	Difference	KWH	
09999999	230V	10.0000	06/19/16	07/19/16	5515.8047	5994.7652	78.9615	789.6150	
							Total Used		789.6150

Reactive Information									
Meter No.	Voltage	Meter Constant	Service Period		Meter Readings		Reactive Information		
			From	To	Prev	Present	Difference	KVARh	
09999999	230V	10.0000	06/19/16	07/19/16	1402.7799	1521.0321	118.2522	1182.2620	
							Total Used		1182.2620

Demand Information									
Meter No.	Voltage	Meter Constant	Service Period		Demand Readings		Demand Information		
			From	To	On-Peak	Off-Peak	PFM	AS, KW	
09999999	230V	10.0000	06/19/16	07/19/16	0.2000	2.0000	1.0000	2.0000	
							Total Demand Billing		2.0000

Duquesne Light Company Basic Service Charges

Miscellaneous Charges		
Cancel Bill	06/17/16 - 07/19/16	-53.77
Total Miscellaneous Charges		-53.77
Current Charges	Billina Period 1.00 Months	
Customer Charge		42.00
Energy Distribution	789.6150 kWh@ 1.115900c	8.81
PA ECA Surcharge	789.6150 kWh@ 0.045000c	0.35
Smart Meter Charge Three-Phase	1 MTR@ \$1.3365625	1.34
Smart Meter Charge Three-Phase	1 MTR@ \$1.579375	1.58
Pennsylvania Tax Adjustment		-0.01
Total Current Charges		\$54.04
DLC Basic Service Charges		\$0.27

Duquesne Light Company Information
Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit www.wattchoices.com or call 1-888-WATTLEY.
Need to reach us? Call (412) 393-7100 or on the web @ www.duquesnelight.com
Duquesne Light submits monthly credit reporting data to Dun & Bradstreet, Experian and Equifax for our commercial and industrial customers.
Please visit our website www.duquesnelight.com to sign up for electriccheck, and to learn about other convenient payment options.
Changes in the Smart Meter charge, effective July 1, will decrease the overall monthly bill by about \$0.48 or less than 1%.
A change in the Transmission and Default Service Supply rates that went into effect 6/1 will decrease the monthly bill of an average small commercial customer (using 20kW & 6,000 kWh) that purchases electric generation from DLC by about \$21 or 3%.

Shopping Information Box
When shopping for electricity with an Electric Generation Supplier, please provide the following:
Supplier Agreement ID: 999999999
Rate Schedule: GM-Medium Commercial < 25
If you are already shopping, it is important to understand the terms of your contract and expiration date.

Supplier Basic Service Charges
Supplier Agreement ID: 999999999

Shopping Information Box

When shopping for electricity with an Electric Generation Supplier, please provide the following:

Supplier Agreement ID: 999999999
Rate Schedule: GM-Medium Commercial < 25

If you are already shopping, it is important to understand the terms of your contract and expiration date.

ACCELERATED SUPPLIER SWITCHING AVAILABLE

Customers who want to switch to a new electric generation supplier (EGS) from an existing supplier, or from Duquesne Light's default service to an EGS, or back to default service, can do so much quicker. The switch will be made in three business days after the request is received. Billing with the customers' new supplier will begin after that. Customers should contact their EGS about this accelerated switching option or can call one of Duquesne Light's customer service representatives at 1-888-393-7100 with any questions.



During the initial phase of Duquesne Light's accelerated switching option, customers only will be allowed to make one switch during a bill cycle. If Duquesne Light is billing for both suppliers, the customer's Duquesne Light bill will detail charges of the two different suppliers during the billing period. A switch also can be made at the beginning of the next bill cycle if the customer's EGS provides notification within the timeframe needed to process the switch.

Not all customers are eligible for accelerated switching at this time. Customers who currently are not eligible for an accelerated switch include those with unmetered accounts, those who net meter, summary bill accounts, hourly price service (HPS) customers who have been shopping for less than four months, street lighting and private area lighting accounts, and Rider 13 customers.

We strongly encourage customers to first contact their current EGS to determine if they will be charged an early cancellation fee if they switch to another supplier or to Duquesne Light default service. The phone number for most commercial & industrial customers' EGS can be found in the "Supplier Basic Service Charges" section of the Duquesne Light bill.

The PUC's PaPowerSwitch.com website remains the best source to compare the many supply options available to commercial & industrial customers. Regardless of your choice of supplier, Duquesne Light will continue to safely and reliably deliver your electricity, provide repairs and maintenance, respond to outages and handle any questions you may have about your monthly bill. ➔