



# Service Line

A power-filled publication brought to you by  Duquesne Light



Go paperless with e-Bill. Learn about the benefits of receiving your bill electronically.

[Sign Up Now](#)

## Quick e-Bill signup available at DuquesneLight.com

Viewing your Duquesne Light bill statement has never been easier through e-Bill – the safe, secure way to check your bill online whenever and wherever it's convenient for you!

Use a new quick-link on the home page of DuquesneLight.com to go paperless with our free e-Bill option. Fast, convenient, and eco-friendly, e-Bill means:

- Less mail clutter
- More secure
- The freedom to view your account from your personal computer and mobile device

**Don't delay! Visit DuquesneLight.com to enroll online today.**

## 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 on page 3. 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.

A new video on our website, DuquesneLight.com, provides a quick, easy overview of your bill. It can help you understand where various information you may be looking for is located. On the "For Your Home" section of the website, click "Manage My Account" and then select "Understanding My Bill" and "How to Read My Bill" to access the video.

Duquesne Light		Customer Name and Service Address:	Account Number: 999999999
Our Energy. Your Future. www.duquesnelight.com 412-383-7100		Customer ID Sample 12 Sample Street CITY, PA 15066-1035 BLL ID: 222222222	Rate: RS-Residential Service Date Prepared: 10/07/15 Page: 3 of 4
Duquesne Light Company Basic Service Charges			
<b>Current Charges</b>			
Customer Charge			12.93
Distribution	138.800 kWh @ 5.500200e		76.76
Pennsylvania Tax Adjustment			-0.91
<b>Total Current Charges</b>			<b>\$98.88</b>
DLC Basic Service Charges (see Page 1 Summary)			<b>\$58.88</b>
Budget Amount	\$50.00		
<p>The Price to Compare for your rate class is 7.98 cents/kWh. It will change every June and December. For more information &amp; supplier offers visit <a href="http://www.PAPowerSwitch.com">www.PAPowerSwitch.com</a> and <a href="http://www.puc.state.pa.us">www.puc.state.pa.us</a>.</p> <p><b>Duquesne Light Company Information</b></p> <p>Changes that went into effect 3/1 in the Energy Efficiency and Conservation Surcharge (EECS), reflecting costs related to the Watt Choices program, will decrease your monthly bill by about \$0.20 or less than 1%.</p> <p>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 <a href="http://www.wattchoices.com">www.wattchoices.com</a> or call 1-888-WATTLEY.</p> <p>Need to reach us? Call (412) 383-7100 or on the web @<a href="http://www.duquesnelight.com">www.duquesnelight.com</a></p> <p>You can join our Budget Plan by calling us at (412) 383-7100. If eligible, the Budget Plan will begin with your next bill. For this bill, please pay the Amount Due shown.</p>			
<p><b>Shopping Information Box</b></p> <p>When shopping for electricity with an Electric Generation Supplier, please provide the following:</p> <p>Supplier Agreement ID: 888888888</p> <p>Rate Schedule: RS-Residential Service</p> <p>If you are already shopping, it is important to understand the terms of your contract and generation rate.</p>			

## Duquesne Light Secures Default Supplier Rates Through May 2016

In Pennsylvania, customers have the option to choose their electric generation supplier. Approximately 40 percent of our residential customers use Duquesne Light to provide their default energy supply. Duquesne Light conducts a semi-annual competitive solicitation process to provide fixed electricity rates to these customers, under the supervision of the Pennsylvania Public Utility Commission (PUC).

Electric energy rates for default service customers, approved by the PUC, will be reduced from 7.98 cents per kilowatt-hour to 7.77 cents per kilowatt-hour for the period from Dec. 1, 2015, through May 31, 2016. Duquesne Light does not earn any profit on these electric rates and, other than an administrative fee, passes its pricing onto its default service customers.

Customers can shop for an alternative supplier and compare prices and other terms and conditions, such as whether the rates are fixed or variable, at [PAPowerSwitch.com](http://PAPowerSwitch.com).

## Energy Help Available



Low-Income Home Energy Assistance Program

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 (see income-eligibility guidelines on the back page), you don't have to pay the money back, and no lien will be placed against your home. But you should ACT QUICKLY.

**The first day to apply for a LIHEAP cash grant or a LIHEAP crisis grant is Nov. 2, 2015. The last day to apply is April 1, 2016.**

## Apply now for grants, home weatherization

### The First Easy Step: LIHEAP Cash Grant

**LIHEAP** – the Low Income Home Energy Assistance Program – provides one cash grant of up to \$1,000 per heating season to help you pay your electric bill. To be eligible for this program, your income must fall within the guidelines listed on the back page.

### 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 electric bill
- the Social Security number for each adult in your household and, if possible, for each child.

You'll need this information to complete the application form.

#### LIHEAP cash grants can be obtained by:

- Applying online using the COMPASS website. To apply for LIHEAP and many other services that can help you make ends meet, please go to [www.compass.state.pa.us](http://www.compass.state.pa.us).
- Downloading the LIHEAP application form at the Department of Human Services website, [www.DHS.state.pa.us](http://www.DHS.state.pa.us). Look for the LIHEAP application in the "Find a Form" section on the left-hand side of the website's home page.
- Filing a LIHEAP application at your local county assistance office.

*Continued on back*

# Special Outreach to Customers Without Service



Through the Cold Weather Intervention Program, Duquesne Light follows up with customers whose service has been terminated to provide them information on a variety of options that may be available to help restore service and to assist them in maintaining that service after reconnection. Among these resources are Duquesne Light's Customer Assistance Program (CAP), the federal Low-Income Home Energy Assistance Program (LIHEAP) and the Dollar Energy Fund.

In October, the company sent a letter, detailing these options, to customers who have had their service shut off. We are following up with phone calls in an effort to help each of these customers in every way possible. If your service has been terminated, call 1-888-393-7600 or visit our website, DuquesneLight.com, for more information on the various options available to help you.

## Apply now for grants, home weatherization - Continued from front

### Greater Pittsburgh East District

5947 Penn Avenue, 4<sup>th</sup> floor, Pittsburgh, PA 15206-3844  
(Corner of Highland & Penn)  
412-645-7400 or 7401 • FAX: 412-645-7008

### Southeast District

220 Sixth Street, McKeesport, PA 15132-2720  
412-664-6800 or 6801 • FAX: 412-664-5218

### Southern District

332 Fifth Avenue, Suite 230, Pittsburgh, PA 15222-1259  
412-565-2232 • FAX: 412-565-5179

### Alle-Kiski District

909 Industrial Blvd., New Kensington, PA 15068-0132  
724-339-6800 or 1-800-622-3527 • FAX: 724-339-6850

### Beaver County

171 Virginia Ave., Rochester, PA 15074  
724-773-7495 or 1-800-653-3129 FAX: 724-773-7859

For more information, please contact the LIHEAP hotline at 1-866-857-7095, Monday through Friday. Individuals with hearing impairments may call the TDD number at 1-800-451-5886.

Remember that 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 your home is not electric heat.

## For More Help: LIHEAP Crisis Grant

If you've applied and been approved for a LIHEAP cash grant and still need more help, the LIHEAP Crisis Program may be able to assist you if you have an emergency situation and are in jeopardy of losing your heat.

### Emergency situations include:

- Broken heating equipment or leaking lines that must be fixed or replaced
- Lack of fuel
- Termination of utility service
- Danger of being without fuel (less than a 15-day supply) or of having utility service terminated (received a notice that service will be shut off within the next 60 days)

## How to apply for a LIHEAP Crisis Grant

- Call any of the following numbers
  - 1-800-622-3527     • 724-339-6800
  - 412-645-7400     • 412-645-7401
- Email your request to RA-allegheycrisis@pa.gov
- Fax your request to 724-339-6850, or
- Contact your local county assistance office, listed in the LIHEAP cash grant section.

### To apply, you'll need:

- Names of people in your household
- Dates of birth for all household members
- Social Security numbers for all household members
- Proof of income for all household members
- A recent heating bill

Remember that you have the RIGHT TO CHOOSE Duquesne Light to receive your LIHEAP crisis grant. You can direct your crisis grant to be paid directly to Duquesne Light or you can split your grant between the electric company and your gas company.

## 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

## Monthly Income Eligibility Guidelines

Household Size	LIHEAP and CAP	Dollar Energy Fund and Weatherization
1	\$1,471	\$1,962
2	\$1,991	\$2,655
3	\$2,511	\$3,348
4	\$3,031	\$4,042
5	\$3,551	\$4,735
6	\$4,071	\$5,428
For each additional person, add	\$520	\$693

the box at the top of this page. The maximum grant amount is \$500. Call 1-888-393-7600 for the Dollar Energy Fund location nearest to you.

### DOLLAR ENERGY FUND PROGRAM DATES

**Oct. 1 – Nov. 30** - In order to be eligible, an applicant's service must be off or have an active termination.

**Dec. 1 – Jan. 31** - An applicant's service must be off in order to be eligible.

**Feb. 1 – Feb. 28** - An applicant's service must be off or in threat of termination.

### March 1, 2016 (Funds Permitting)

Dollar Energy Fund will be open to all eligible customers, regardless of their service status.

## 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 above.

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:

412-281-2102 (ext. 2101)  
mdepp@wea.actionhousing.org

### Other Allegheny County residents:

412-281-2102 (ext. 2053)  
kohare@wea.actionhousing.org

### McKeesport and Mon Valley residents:

412-678-8622 (ext. 4)  
lnesbit@wea.actionhousing.org

### Beaver County residents:

724-775-1220, Ext. 37  
hacbwz@comcast.net

**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
Universal Services (Energy Assistance) .....	1-888-393-7600

### HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES

**Thanksgiving Day** – Thursday, Nov. 26 – Closed  
**Christmas Day** – Friday, Dec. 25 – Closed  
**New Year's Day** – Friday, Jan. 1 – Closed



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