

Protection from Abuse (PFA) Notice

IMPORTANT TO KNOW

If you currently have a valid **Protection from Abuse Order (PFA)**, you have the following protections, regardless of your income:

- ☐ Duquesne Light cannot shut off your electric service during the winter months (December 1 – March 31) without PUC permission.
- ☐ Depending on your income, a special payment arrangement may be available.
- ☐ Service may not be terminated on a Friday.
- ☐ You may not be held responsible for a bill in someone else's name.
- ☐ You may not be required to pay a security deposit. If you are required to pay a security deposit, you may be able to pay it over three installments.
- ☐ You will receive additional notice prior to termination.

Domestic Violence Programs

Your local domestic violence hotline is available 24 hours a day, and all services are free and confidential. For more information, look in the blue pages of your local phone book, or call 1-800-799-SAFE for contact information.

Note: In order to receive these protections from Duquesne Light, you will be required to provide Duquesne Light with a copy of your PFA Order. Duquesne Light will not share this information with any third party.