

SERVICELINE

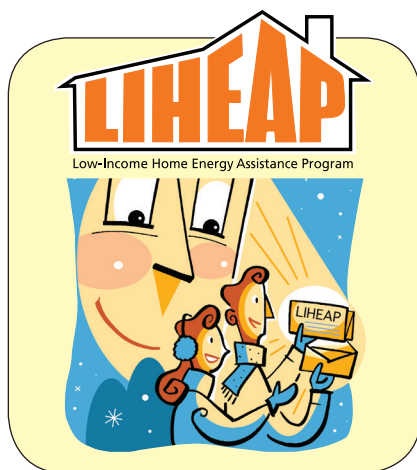
A power-filled publication brought to you by Duquesne Light Co.



HELP AVAILABLE TO PAY YOUR ELECTRIC BILL

Apply now for grants and other assistance

Do you or does someone you know need help paying the electric bill this winter? If so, you may benefit from some very important assistance programs detailed at DuquesneLight.com/Assistance. Duquesne Light's Customer Assistance Program (CAP) offers help with monthly bill payment based on household income. The Low Income Home Energy Assistance Program (LIHEAP) and the Dollar Energy Fund offer additional financial help. If you qualify for the assistance grants (see income eligibility guidelines in the chart listed 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 Easy Step: LIHEAP Cash Grant

▶ Up to \$1,000 ▶ Opens Nov. 1, 2019 - Closes April 10, 2020

LIHEAP provides one cash grant per heating season to help you pay your electric bill. LIHEAP is a federal program offered in Pennsylvania by the Department of Human Services (DHS). To be eligible, your income must fall within the guidelines in the chart listed on the back page. The LIHEAP cash grant is sent to your utility company and will be credited on your bill.

To apply use one of the following options:

- Complete an application at your local County Assistance Office.
- Apply online using COMPASS at: Compass.State.pa.us
- Download the LIHEAP cash grant application form at DHS.pa.gov. Select the LIHEAP form in the "Find a Form" section in the Publications menu on the homepage.

For More Help: LIHEAP Crisis Grant

▶ Up to \$600 ▶ Opens Nov 1, 2019 - Closes April 10, 2020

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; danger of being without fuel (less than a 15-day supply); or having utility service terminated (received a notice that service will be shut off within the next 60 days).

To apply: Visit one of the following county assistance offices:

Allegheny County

5947 Penn Avenue, 4th Floor
(Corner of Highland & Penn)
Pittsburgh, PA 15206
Phone: 412-645-7400 or 7401
Fax: 412-365-2821

Beaver County

171 Virginia Avenue P.O. Box 349
Rochester, PA 15074-0349
Phone: 724-773-7495

Monthly Income Eligibility Guidelines

Household Size	1	2	3	4	5	6	For each additional person add
LIHEAP, CAP and Weatherization	\$1,561	\$2,114	\$2,666	\$3,219	\$3,771	\$4,324	\$553
Dollar Energy Fund	\$2,082	\$2,818	\$3,555	\$4,292	\$5,028	\$5,765	\$737

Even More Help: Dollar Energy Fund

▶ **Up to \$500** ▶ **Opens Oct. 1, 2019** for households who have had their electric service terminated or are in threat of termination.

In addition to LIHEAP, you can receive additional help from the Dollar Energy Fund if you meet the income guidelines in the chart at the top of this page.

To apply:

- Schedule an appointment with a Dollar Energy Fund agency. Call 1-888-393-7600 or go to DollarEnergy.org



DLC's CAP Program Offers Help Year-Round

Duquesne Light's Customer Assistance Program (CAP) offers an affordable payment plan for qualified (see chart at top of page) low-income households that have an inability to pay. The plan assists these households in maintaining electric service by providing a reduced monthly payment and arrearage forgiveness. Customers on CAP also can apply for LIHEAP and Dollar Energy Fund grants.

Program Benefits:

- Reduced monthly payments based on ability to pay.
- Debt forgiveness over a specified period of time.
- Information on reducing electric use.

To apply:

- Visit DuquesneLight.com/CAP or call Duquesne Light's Universal Services Center toll-free at 1-888-393-7600 to find the nearest CAP agency. Schedule an appointment.



United Way Programs Also Available

The United Way Helpline is a resource that provides information about other types of assistance that may be available to you. To call, dial 2-1-1 or visit their website at PA211sw.org.



HOW TO REACH DUQUESNE LIGHT

Customer Service	412-393-7100
Outages and Emergencies	412-393-7000
TDD (Telecommunications Device for the Deaf)	412-393-4320
Credit & Collections	412-393-7200
Department and Employee Directories	412-393-6000
Universal Services (Energy Assistance)	1-888-393-7600
Watt Choices	1-888-WATTLEY (1-888-928-8539)

