



SERVICELINE

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



Sign up for e-Bill, It's as Easy as Flipping a Switch



If you're not already enrolled in e-Bill, signing up is as easy as flipping the switch! It's a service that enables you to view your Duquesne Light bill whenever and wherever you want on your mobile device, laptop or personal computer. An email comes straight to your inbox the same day your bill is prepared with the amount and due date. If you want to see the entire bill, simply click on the "My Account" link.

Signing up for e-Bill doesn't change how you pay your bill; it only changes how you'll receive it via email instead of as a paper copy in your mailbox.

If you don't already have an online account, it only takes two minutes to register. When registering, you'll need to have your account number available. If you need help registering, call us at 412-393-7100.

You also can enroll in e-Bill with the DLC mobile app, available from the App Store and Google Play. Select "Settings" from the "More" menu, choose "e-Bill" and flip the switch to "ON."

Living Green

How Do I Enroll in e-Bill?

- Visit DuquesneLight.com/ebill
- Select "Manage e-Bill"
- Login to your online account
- Flip the switch to "ON"

Need a Friendly Reminder?

Would you like a reminder so you don't miss a payment? Sign up for billing notifications on the DLC mobile app and at DuquesneLight.com/notifications. You choose how and when you're notified via text or email.

Here for You!

We're Here to Help

DLC's online 'Here to Help' resource center makes it simple for you to manage your electric use and save on your monthly electric bill, especially as you spend more time at home. With all resources and tools in one place, you'll find energy-saving tips, payment options and links to community-based organizations.

In addition to DLC's existing payment assistance offerings, the Pennsylvania Department of Human Services announced an expansion to the Low-Income Home Energy Assistance Program (LIHEAP). This LIHEAP Recovery Crisis Program offers income-eligible customers crisis grants of up to \$800. Even if you received support from LIHEAP prior to this program, you may be eligible for an additional grant. The program is open until August 31, 2020 or until funds run out.



If you need assistance, you are encouraged to enroll in a payment arrangement or budget billing to temporarily reduce or spread out the cost of your monthly electric bill. If you're experiencing long-term financial hardships, apply for DLC's Customer Assistance Program (CAP), which forgives arrears and reduces the monthly payment for customers that are eligible. You can learn more about these tools and programs by visiting the 'Here to Help' resource center at DuquesneLight.com/HereToHelp.

News You Can Use

AutoPay: On Time, Every Time

With nothing to mail, no checks to write, and no stamps to buy, DLC's AutoPay plan saves you time and money. You sign up, set it and forget it. As another free DLC service, your monthly payment is automatically deducted from your designated checking or savings account on the due date. It's a worry-free way to make sure your bill is always paid on time every month. Sign up now on the DLC Mobile App or at DuquesneLight.com/autopay. Or, call customer service at 412-393-7100 for assistance.

DLC Mobile App Puts the Power in Your Hands

With the DLC Mobile App, available on Apple and Android platforms, registered customers have a convenient way to access their accounts. Don't want to remember another password? Just enable facial or fingerprint recognition and no typing is required! With the mobile app, you have fast and convenient access to your bills and you can make a payment, view usage and update contact information all from your handheld device, 24 hours a day, 7 days a week.



Home Repairs Don't Always Give Advance Warnings or Fit into Your Budget

Home emergency repairs can be unexpected and expensive. That's why Duquesne Light, in partnership with HomeServe, offers a wide range of repair plans with reasonable monthly fees for eligible customers. There are 10 in all – from In-Home and Exterior Electric Line Repair to Heating, Cooling and Sewer Line Repair. With a repair plan from HomeServe, you have access to a 24/7 hotline to schedule a repair for the major systems in and around your home, as covered in the plan. For terms and conditions, including exclusions, or to enroll, visit DLCHomePlans.com or call 1-833-500-2624.



HOW TO REACH DUQUESNE LIGHT

Customer Service 412-393-7100
TDD (Telecommunications Device for the Deaf) 412-393-4320
Online DuquesneLight.com

For more than 140 years, Duquesne Light Company has proudly powered communities in and around Pittsburgh through some of the brightest and darkest moments. We know that when our communities thrive, we thrive, because we don't just work here, we live here.

Today and always, we stand with our African American communities, employees, customers, neighbors and suppliers in the fight against racial discrimination and violence. Part of our mission is to create a dynamic and sustainable future for our community. This can't be done when members of our community are facing systemic injustice and inequity. That must end.

Steve Malnight, President & CEO, Duquesne Light Company

Duquesne Light Employees Provide Meals and Support for Allegheny and Beaver Counties



DLC in the Community

In response to our customers' recent need for food assistance, DLC employees immediately stepped up to support the Greater Pittsburgh Community Food Bank. Throughout April, employees raised more than \$60,000 for the Food Bank, including a \$20,000 contribution from the company and provided more than 300,000 meals for customers in Allegheny and Beaver Counties.

In May, 30 employee volunteers, including President and CEO Steve Malnight, distributed food to over 500 families. Employees delivered food to 200 residents as part of the Food Bank's Senior Box and home delivery programs in Allegheny County. On the same day, DLC partnered with Faith Restorations food pantry in Beaver County to support their drive-through food distribution serving over 300 families.

Duquesne Light also supported the region's COVID-19 relief efforts by contributing \$500,000 to The Pittsburgh Foundation's Emergency Action Fund and expanded customer assistance with a \$375,000 contribution to Dollar Energy Fund.



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HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES

Labor Day - Monday, September 7 - Closed



DUQUESNE LIGHT CO.



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