

# SERVICELINE

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



Get Your Free  
Energy Conservation Kit

## Help the Environment While You Save Money



### Save your money and your planet.

Get 8 FREE LED bulbs.  
DuquesneLight.com/EnergyEfficiency



**W**e're taking our energy-efficiency message to the streets this fall. Billboards strategically placed throughout Allegheny and Beaver counties are encouraging customers to help their home budgets and the environment by getting our free energy conservation kit\*, which includes eight LED light bulbs and two LED nightlights.

LEDs are more efficient and last longer than both CFL and incandescent bulbs. You can get your kit by going to [DuquesneLight.com/](http://DuquesneLight.com/)

EnergyEfficiency and entering your account number. To complete the order, you'll need to click on the "Detailed Home Analysis" button, which enables you to receive a detailed home energy audit in less than three minutes. That is all that is required to receive the kit. Customers without access to a computer can call 1-888-928-8539 to order their kit.

\*One kit per active residential Duquesne Light account.

## ENERGY HELP AVAILABLE

Apply now for grants, home weatherization

**D**o you or someone you know need help paying the electric bill this winter? 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. Our Smart Comfort Program helps eligible customers reduce their electric bills through energy education and conservation measures.

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 day to apply for a  
LIHEAP cash grant  
or a LIHEAP crisis grant  
is Nov. 1, 2018.  
The last day to apply  
is April 12, 2019.

### The First Easy Step: LIHEAP Cash Grant

**LIHEAP** – the Low Income Home Energy Assistance Program – provides one cash grant of up to \$500 per heating season to help you pay your electric bill. To be eligible for this program, your income must fall within the guidelines in the chart listed on the back page.

#### How to Apply

##### Gather the following items:

- Proof of income for each adult in your household
- A copy of your most recent Duquesne Light bill
- A copy of your most recent heating 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 [Compass.state.pa.us](http://Compass.state.pa.us).
- Downloading the LIHEAP application form at the Department of Human Services website, at [DHS.pa.gov](http://DHS.pa.gov). Click on "Apply for Benefits," then look for "Paper Application."
- Filing a LIHEAP application at your local county assistance office.

##### 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: 412-365-2821

##### 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., P.O. Box 349, 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.

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Monthly Income Eligibility Guidelines							
Household Size	1	2	3	4	5	6	For each additional person, add
LIHEAP, CAP and Weatherization	\$1,518	\$2,058	\$2,598	\$3,138	\$3,678	\$4,218	\$540
Dollar Energy Fund	\$2,023	\$2,743	\$3,463	\$4,183	\$4,903	\$5,623	\$720

## 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)

### 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 Duquesne Light bill
- A recent heating bill

### How to Apply

- 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.

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: Dollar Energy Fund

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. 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 (Funds Permitting)

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

## How You Can Help:



To help neighbors in need, please consider a monthly pledge to the Dollar Energy Fund by checking the box on your monthly Duquesne Light bill. You also can contribute by mailing a check to: Duquesne Light Hardship Fund, 411 7th Avenue, Pittsburgh, PA 15219. As a founding utility partner with Dollar Energy Fund, Duquesne Light provides a dollar-for-dollar match for every donation received.

## CAP Program Offers Help Year-Round

Our Customer Assistance Program (CAP) offers several benefits to those who are eligible, including a reduced monthly bill and debt forgiveness. We'll also waive any security deposit requirements. The goal of our CAP is to help low-income households that are payment troubled establish an ongoing, affordable payment plan. For more information on how to apply for CAP, go to the Payment Assistance section of our website, DuquesneLight.com, or call 1-888-393-7600.

### Program Benefits

- Reduced monthly payments based on ability to pay. (see chart at the top of this page)
- Debt forgiveness if terms of the CAP agreement are met.
- Information about reducing your electric use.
- Local office access to CAP experts.
- Referrals to other community resources.

## Get Free Home Energy Audit Through Smart Comfort Program

Our Smart Comfort Program helps eligible customers reduce their electric bills through energy education and conservation measures. An energy manager will visit you in your home and provide energy education and usage reduction measures through an energy audit.

### Program Benefits

- Conservation measures at no charge to you
- Energy education
- Services and measures to reduce your electric use and lower your monthly bill

- Energy audit
- Toll-free number for questions and information
- Referrals to other community resources

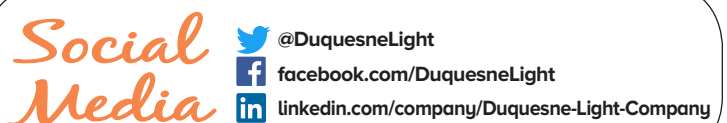
To qualify, you must meet the income guidelines in the chart at the top of this page, and at least one of the following three criteria: own your home, be an electric heating customer, and have continuous electric service at your current residence for the previous six months. In addition, your monthly average usage must be greater than 500 kilowatt-hours.

To apply, or for more information, call 1-866-282-3147

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 .....	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
Time and Temperature .....	412-391-9500
Watt Choices .....	1-888-WATTLEY (1-888-928-8539)



### HOLIDAY SCHEDULE FOR TELEPHONE SERVICE REPRESENTATIVES

**Thanksgiving Day** – Thursday, Nov. 22 – Closed