



Helping You Stay Connected:

The Customer Assistance Programs at a Glance

If you're having financial hardship, assistance is available. Duquesne Light Company (DLC) can help you find which assistance option is right for you.



Overview

Through our Universal Services Programs, such as CAP, Smart Comfort, CARES, Hardship Fund and LIHEAP, Duquesne Light aims to ensure customers on a limited or fixed income have access to affordable energy.

Duquesne Light works with eligible customers to:

- Establish an affordable monthly payment plan to help you keep your electric service active and provide personalized support to assist you in becoming self-sufficient in managing your bill.
- Provide assistance in reducing their electric consumption to a more affordable level.

Table of Contents

Introduction to Universal Services.....	2
Customer Assistance Program (CAP)	4-5
Income Eligible Energy Assessment – Usage Reduction Program	6-7
Hardship Fund.....	8-9
Low Income Home Energy Assistance Program (LIHEAP)	10-11
Customer Assistance & Referral Evaluation Service (CARES).....	12-13
Payment Arrangements.....	14
Energy Efficiency Programs.....	15



We are here to help you.

Visit **DuquesneLight.com/CAP**
or call us at **1-888-393-7600.**

CAP

Customer Assistance Program

CAP offers an affordable payment plan for qualified low-income households that have difficulty paying their electric bills. The plan assists these households in maintaining electric service and achieving greater self-sufficiency.



Program Benefits

- ✓ Reduced monthly payments based on income and household size.
- ✓ Debt forgiveness with full monthly payments.
- ✓ Information on reducing electric use.



How to Apply:

- **Online:** Visit the DLC CAP application website at duquesnelight.com/CAP.
- **In Person or by Phone:** Contact your CAP agency to schedule an appointment ([See Universal Services Community Partners list](#)).

- Provide proof of income for all household members.

AND

- Provide names, identification and birthdates for all household members.



Your Responsibilities as a CAP Customer:

- Pay your CAP amount each month by the due date.
- Apply for energy assistance grants when available.
- Conserve Energy.
- Accept Weatherization services if you qualify.
- Notify your CAP case manager of any changes in income or household members.



If you do not maintain your responsibilities, you may be removed from the program.

Your CAP Payment

If you qualify for CAP, you will be put on a payment plan and will be required to make on-time monthly payments. Your payment is based on your total monthly income and household size.

Reducing Your Account Balance

Make full monthly payments for three consecutive years, and your debt, frozen at the time of enrollment, will be completely eliminated.

CAP Payment Amount (CPA)



Monthly CAP payment will be based on a percentage of your total household income and household size.

Debt Forgiveness



1/36th of your debt frozen upon CAP enrollment will be forgiven for each full monthly payment you make.

Income Eligible Energy Assessment



Usage Reduction Program

To help Duquesne Light Co. income eligible, at or below 150% of federal poverty guidelines, customers reduce their energy use and make their homes more comfortable while saving money on their electric bills through energy education and conservation measures. This program is free of charge to customers that qualify.



Program Benefits

- ✓ Free energy assessment and conservation measures.
- ✓ Energy education to reduce electric use, create comfortable living and lower monthly bill.
- ✓ Provide safer living conditions.
- ✓ Referrals to other community resources.



Who should Apply

- DLC account holders who are at least 18 years of age or older.
- have continuous electric service at your current residence for the previous six months.
- Your monthly and/or household yearly income must fall within 150% of the Federal Income Guidelines.



How to Apply:

1. **Call 1-888-928-8539.** When you call, please have the following information available:

- Your 10-digit Duquesne Light account number.
- Monthly and/or yearly income of all household members. You may be asked to show proof of income at the time of your energy assessment.
- The phone number(s) at which you can be reached.



Your Responsibilities

- Participate in energy audit and energy education with an Energy Manager. This may be a requirement to keep your CAP benefit.
- Accept any weatherization or conservation measures.
- Conserve energy.

The Home Energy Audit Will:

- Send an energy professional to your home.
- Investigate potential savings areas.
- Measure usage of targeted electrical equipment.
- Provide energy education.
- Apply energy reduction measures, where needed.



Hardship Fund

Dollar Energy Fund

Duquesne Light's Hardship Fund is a partnership with Dollar Energy Fund offering grants to assist with your electric bill payments. The Hardship Fund provides grants for customers who are facing difficulty paying their utility bills.



Program Benefits

- ✓ Prevent termination of electric service.
- ✓ Restore electric service if terminated.

Program Eligibility Dates

Service Status Dates	
October 1 to November 30	Electric Service Off or in Threat of Termination
December 1 to January 31	Electric Service Off only
February 1 to February 28	Electric Service Off or in Threat of Termination
March 1 (funds permitting) status.	Open to all Eligible Applicants regardless of account status



Your Responsibilities

- Make a sincere effort to pay your monthly electric bill.
- When available, Income eligible customers must apply for LIHEAP before applying for the Dollar Energy Fund.



How to Qualify

- The name on your account must be an adult (18 years of age or older) living in the household.
- Sincere Effort Payment Requirement:
 - Residential customers who are income eligible had to have made payment(s) totaling up to \$150 within the past 90 days.
 - If the customer is on CAP they would have had to have made 3 CAP payments or \$150 (whichever is the lower amount) within the past 90 days.
 - Senior Citizens (aged 62 and over) had to have made payment(s) totaling up to \$100 within the past 90 days.
- Balance Requirement:
 - You must have a balance on your electric bill of at least \$100.
 - Senior citizens age 62 and over may have a zero balance, as long as there is no existing credit on the account.
- Your monthly and/or yearly household income must fall within program income guidelines.



How to Apply for the Grant Program

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

- Proof of monthly and/or yearly income of all household members, which must be at or below 200%.
- Names, birth dates and Social Security numbers of all household members.

LIHEAP

Low-Income Home Energy Assistance Program

LIHEAP helps eligible customers pay their heating bills through energy assistance grants. You do not have to have an unpaid bill to receive energy assistance.



Eligibility Dates and Requirements

- ✓ Opens November 1 closes 1st Friday in April.
- ✓ You must be responsible for your home heating costs.
- ✓ Your monthly and/or yearly household income must fall within program income guidelines.

CASH Grants:



The CASH grant amount is determined by fuel type, household size, and income, and will be sent directly to your utility.

CRISIS Grants:



Available for customers facing electric service termination or who have already been disconnected.

***You will need to apply for CASH prior to applying for CRISIS.**



How to Apply

- Use COMPASS at www.compass.state.pa.us.
- Call the LIHEAP customer helpline at 866-857-7095.
Individuals with hearing impairments may call 711.
- Contact one your county assistance office.

Allegheny County

5947 Penn Ave. 4th floor
Pittsburgh, PA 15206
Phone: 412-645-7400
Fax: 412-365-2821

Beaver County

171 Virginia Ave
Rochester, PA 15074
Phone: 724-773-7495
Fax: 724-773-7859

When you apply for LIHEAP, you will need to have the following information:

- Proof of monthly and/or yearly income of all household members.
- Names, birth dates and Social Security numbers of all household members.
- A recent bill.



If You Qualify

Thirty days after you apply for energy assistance, you will receive written notice telling you if you are eligible and the amount you will receive.

A payment will be sent directly to your utility/fuel company, and the payment will be credited on your bill. In some cases, the check may be mailed to you for forwarding to your utility/fuel company.

For further information and to learn the dates of assistance availability, call the LIHEAP customer helpline at 866-857-7095.

CARES

Customer Assistance & Referral Evaluation Service

Hardships, such as loss of income due to injury, illness or death of primary wage earner, can strike anyone at anytime. When they do, payment problems may occur. Many customers experiencing these types of problems are not aware of the programs and services available to help them.



Program Benefits

- ✓ Home visit by CARES representative.
- ✓ Information about reducing your electric use.
- ✓ Referrals to other Duquesne Light programs.
- ✓ Referrals to other community resources, such as:
 - Housing
 - Counseling
 - Transportation
 - Food Programs
 - LIHEAP
 - Employment
 - Rehabilitation



The goal of Duquesne Light's CARES program is to assist payment-challenged customers and special needs customers to obtain necessary social service support and assistance.



How to Qualify for CARES

There are no income guidelines to qualify for the CARES Program. You may qualify for CARES if you:

- Are experiencing a hardship.
- Are willing to work together with a CARES representative.

Examples of Hardships

- Serious illness or injury to a member of household.
- Death of primary wage earner.
- SSI or disability recipient.
- Low-income elderly.
- Low-income single parent.
- Loss of income to household.
- Marital or family problems.
- Loss of unemployment benefits.
- High medical bills.
- Mental health disability.



How to Apply

Call a CAP office closest to you **listed in this book**.

Payment Arrangements



Payment arrangements help you catch up on your overdue account balance. Installments are billed along with your current monthly charges, and both must be paid on time, in full each month.

➡ **Note:** There are no income requirements for a payment arrangement.

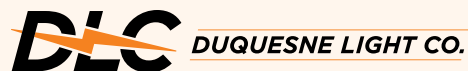
Program Benefits

- ✓ Payment arrangements allow customers to pay off an overdue balance in installments instead of in one lump sum.



How to Apply:

Visit **Payment Arrangements | Duquesne Light Company** to determine eligibility for a payment arrangement.



That is not all DLC has to offer. There are several other customer programs available to everyone to help manage your electric bill. **Scan the codes below to learn more.**

Energy Efficiency Programs:

DLC customers can take advantage of a variety of rebates that will help lower energy costs, from the installation of a new ENERGY STAR rated appliance, recycling an old inefficient appliance, or the purchase of



everyday small appliances on our online marketplace. If you are uncertain of the upgrades your new home needs, take advantage of our in home audit and let an energy professional guide you to your energy savings.

My Electric Use:

With a new home comes new energy use habits. Tracking your electric use can help you conserve energy and cut costs. My Electric Use will help you do just that, with a similar home comparison to see how your habits



rate to your neighbors, bill comparisons to alert you to more energy use in the home, energy costs and usage down to the hour, and recommended tips to save for your home.



Duquesne Light Universal Services Center

DuquesneLight.com/CAP

1-888-393-7600

Hours of Operation

8 a.m. to 5 p.m.

Monday – Friday



Offering a wide range of energy assistance programs for those in need.



Universal Services **Community** Partners

HOLY FAMILY INSTITUTE

Olympia Shopping Center Unit #172
4313 Walnut St.

McKeesport, PA 15132

Phone: 412-896-4314

Fax: 412-896-4322

HOLY FAMILY INSTITUTE

19 May Avenue

McKees Rocks, PA 15136

Phone: 412-331-8665

Fax: 412-331-0982

HOLY FAMILY INSTITUTE

Towne Centre Offices 1789 S. Braddock Avenue, Suite
585 Pittsburgh, PA 15218

Phone: 412-244-8010

Fax: 412-244-8090

HOLY FAMILY INSTITUTE

2020 Main Street, Suite B

Aliquippa, PA 15001

Phone: 724-788-1564

Fax: 724-378-9809

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2025 FEDERAL INCOME GUIDELINES: CAP PROGRAM



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HOLY FAMILY INSTITUTE

The Cornerstone

600 6th Street

Beaver Falls, PA 15010

Phone: 724-846-6400

Fax: 724-846-6406

CATHOLIC CHARITIES

111 Boulevard of the Allies

Pittsburgh, PA 15222

Phone: 412-325-6749

Fax: 412-456-6921

2025 FEDERAL INCOME GUIDELINES: CAP PROGRAM

No. In Household	Monthly Income	Yearly Income
1	\$1,956	\$23,475
2	\$2,644	\$31,725
3	\$3,331	\$39,975
4	\$4,019	\$48,225
5	\$4,706	\$56,475
6	\$5,394	\$64,725
Each additional	\$688	\$8,250

*Note: The amounts listed above are the maximum gross income amounts (before taxes) allowed for each income size.