UNDERSTANDING YOUR BILL

We know that electric bills can be confusing. That's why we've made our bill easier to understand. Here are the important areas you should pay attention to every month. **This bill image contains sample rates.**

DLC DUQUESNE LIGHT CO.

Page 1 of 4

👤 SAMPLE CORPORATION
🏠 123 SAMPLE WAY
Account # 0000-000-000
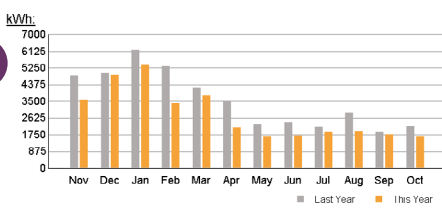
Due Date	Amount Due
02/26/2024	$377.69

Usage and Demand

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	1754	57	31	49
Last Month	1862	64	29	68
Same Month Last Year	2249	73	31	54

kWh:

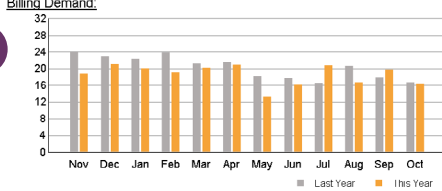(Bar chart: Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct — Last Year, This Year)

Average Monthly Usage for the last 12 months: 2900 kWh
Total Annual Usage for the last 12 months: 34797 kWh

Billing Demand:

(Bar chart: Nov, Dec, Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct — Last Year, This Year)

Bill Summary

Bill ID: 000000000000   **Date Prepared: 01/26/2024**

Previous Account Balance Payment(s)	$484.89
Received as of 01/01/2024	-$484.89
Balance Forward	**$0.00**
DLC Charges	$190.26
Supply Charges	$187.43
AMOUNT DUE BY 02/26/2024	**$377.69**

Message Center

Signing up for DLC's e-Bill program is fast and easy! Enroll today at **DuquesneLight.com/ebill** and you'll receive an email each month when your bill is available.

Duquesne Light Company partners with Dollar Energy Fund to provide assistance to customers who struggle to pay their electric bill. If you would like to support the Dollar Energy Fund and your neighbors in need, make a tax deductible monthly pledge at **DuquesneLight.com/dollar**.

DOLLAR ENERGY FUND

🖥 **Online:** www.DuquesneLight.com   📞 **Phone:** 412-393-7300   *Billing and meter reading details on page 3* ▶

BI_POSTAL_20231105PRD.xml-8107-000016416

Please return this portion with your payment. Please enclose check facing forward. Make payment payable to Duquesne Light Company in US Currency.

DLC DUQUESNE LIGHT CO.

A late charge of 1.25% may be assessed after 2024-02-26

Due Date	Amount Due
02/26/2024	$377.69

Account #
0000-000-000

$ _____
USD Amount Enclosed

The **first page** makes it easy to find information and understand your bill.

1 Easily find **your information** including business name, account number and mailing or email address, if enrolled in e-Billing

2 The **Bill Summary** shows your payments received and current amount due

3 Track **your usage** and how it compares over the past year

4 Review **your demand** for the past year

5 The **Message Center** is where we'll share important information with you such as relevant programs and services

DLC DUQUESNE LIGHT CO.

UNDERSTANDING YOUR BILL

SAMPLE CORPORATION   **Account #** 0000-000-000   Page 2 of 4

General Information

Visit us online or call to learn about payment options, or for a copy of our rate schedules. For questions about your bill, please contact us before the bill due date.

📧 **Online:** www.DuquesneLight.com

📞 **Phone:** 412-393-7300   **TTY Users:** 711

✉️ **Mail:** Dept 6-1
411 7ᵗʰ Ave Ste 3
Pittsburgh, PA 15219-1942

Billing and Service Options

Sign up online for any of the following services:

- **E-Billing** - Free service lets you view bills online
- **Budget Billing** - Levels out payments across the year
- **Start/Stop Service** - If you're moving and need to have your service turned on or off, you must call Customer Service at 412-393-7300 or visit our website
- **Double Notice Protection** - Sends a payment reminder to you and a person you designate

Dollar Energy Fund

Give to Dollar Energy Fund to help people in our community without heat or light. There are several easy ways to donate and your gift is tax deductible.

📱 **Text:** Make a one-time donation of $5 by texting POWER to 50000

💻 **Online:** Visit www.DuquesneLight.com and select "Payment Options" from the Account & Billing menu

📞 **Phone:** 412-393-7300

✉️ **Mail:** Make a donation by mailing a check to:

Duquesne Light Hardship Fund Donations
Dept 14-1
411 7ᵗʰ Ave Ste 3
Pittsburgh, PA 15219-1942

Understanding Your Bill

- **Customer Charge** – A monthly basic service charge that includes costs for meter reading, customer billing, service equipment, and other expenses. These expenses are incurred even in months when customers do not use electricity.
- **Demand** – A measure of customer or system load requirements over a measured period of time. The actual demand is the highest average kilowatt usage measured amount of all 15-minute intervals during a billing period. The billing demand is the product of the actual demand and the power factor multiplier which identifies the total power provided to the customer.
- **Distribution Charges** – Basic service charges for delivering electricity over a distribution system to the home or business from the transmission system.
- **Distribution System Improvement Charge (DSIC)** – A charge for company investment to improve service quality and increase safety by repairing, improving, or replacing eligible infrastructure used to deliver electricity.
- **DLC Charges** – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmissions and distribution.
- **Kilowatt (kW)** – A measure of electrical power that is equal to 1,000 watts.
- **Kilowatt-Hour (kWh)** – The basic unit of electric energy for which most customers are charged. It equals the amount of electricity used by 10, 100-watt light bulbs left on for one hour.
- **Meter Multiplier** – The number used to calculate your total electrical usage in kWh (may vary depending on your meter type).
- **Meter Reading** – An actual (Act) reading is a reading taken from the meter. An estimated (Est) reading is used when no actual reading is available and is based on past electric usage.
- **Non-Basic Service Charges** – Any category of service not related to basic service.
- **Smart Meter Charge** – Charges for advanced metering technology and related infrastructure that will provide the ability for features such as two-way communication and interval usage data.
- **Supply Charges** – Basic service charges for generation supply to retail customers.
- **Transmission Charges** – Basic service charges for the cost of transporting electricity over high voltage wires from the generator to the distribution system.

MANAGE YOUR ACCOUNT WITH A TOUCH.

WITH OUR CONVENIENT AND FLEXIBLE MOBILE APP, YOU CAN SCHEDULE PAYMENTS, SET BILL REMINDERS, MONITOR YOUR DAILY ENERGY USAGE, AND MORE.

DOWNLOAD TODAY.

App Store   Google Play

SCAN HERE
to register for **AutoPay.**

DuquesneLight.com/autopay

DLC DUQUESNE LIGHT CO.

BL POSTAL 20231105PRD xml-8108-000016416

The **second page** of your bill contains general information about the bill, including definitions of common terms on your bill, features and programs available to you, and contact information for questions.

DLC DUQUESNE LIGHT CO.

UNDERSTANDING YOUR BILL

COMMERCIAL

SAMPLE CORPORATION   Account # 0000-000-000   Page 3 of 4

Account Detail

1123 SAMPLE WAY   Supplier Agreement ID: 0000000000

Meter Reading Usage Information

Meter Number	F11111111
Voltage	230V

Meter Readings - kWh

Present	01/25/2024 Act	3,085.7630	
Prior	12/22/2023 Act	3,069.1760	
Difference		16.5870	
Your Meter Multiplier		40	
Total kWh Used		663.4800	

Meter Readings - kVARh

Present	01/25/2024 Act	4,273.7240
Prior	12/22/2023 Act	4,244.5610
Difference		29.1630
Your Meter Multiplier		40
kVARh		1,166.5200

Demand Information

Demand Reading (on-peak)	0.1930
kW (on-peak)	7.7200
PFM	1.0000
Adjusted kW	7.7200

Meter Number	F11111111
Voltage	120/240V

Meter Readings - kWh

Present	01/25/2024 Act	82,496.2860
Prior	12/22/2023 Act	81,405.2690
Difference		1,091.0170
Your Meter Multiplier		1
Total kWh Used		1,091.0170

Demand Information

Demand Reading (on-peak)	9.0680
kW (on-peak)	9.0680
PFM	1.0000
Adjusted kW	9.0680

Total Billed Demand	**16.7880**

Total kWh Used	**1,754.4970**

Current Bill Details

DLC Rate	GMH-Med Industrial Heat < 25	
Price to Compare	$0.1126 / kWh	
DLC Charges		**$190.26**
Customer Charge		$60.00
PA EEA Surcharge	1754.4970 kWh@ $0.005100	$8.95
Demand Distribution	15.7880 kW@ $7.260000	$114.62
DSIC Surcharge	2.86%	$5.25
Pennsylvania Tax Adjustment		-$0.26
Sales Tax		$1.70
Supply Charges		**$187.43**
Energy Supply	1754.4970 kWh@ $0.096123	$168.65
Energy Transmission	1754.4970 kWh@ $0.009745	$17.10
Sales Tax		$1.68

	Service Charges	**$377.69**

Shopping and Supplier Information

When shopping for electricity with an Electric Generation Supplier, please provide the following information:

Supplier Agreement ID: 0000000000

Rate Schedule: GMH-Med Industrial Heat < 25

The current Price to Compare is listed above in Account Detail and will change every June and December. Your actual PTC may differ based on your demand & usage kWh. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Additional Notifications

- Give to Dollar Energy Fund to help people without heat or light. Make a monthly pledge at www.duquesnelight.com or send a check to Duquesne Light Hardship Fund Donations, 411 Seventh Avenue MD 14-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- DLC offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or

---

The **final page** has information specific to your account including notifications from DLC plus details including:

1 — How much electricity (kWh) you used for the listed billing period

2 — **Your demand reading**, which is the highest average kilowatt (kW) usage of all 15-minute intervals in the billing period

3 — Your **DLC distribution rate** and the **default service rate** (also known as the Price to Compare) per kilowatt hour of electricity used

4 — The **charges for DLC** to deliver electricity to your business

5 — The **charges to generate the electricity** delivered to your business. If you have an electric generation supplier, it shows your supplier's rate. If you do not have a supplier, you are charged the Price to Compare.

6 — Information on how to **shop for a supplier**. If you have a chosen supplier, you'll see supplier details including your supplier agreement ID, rate and contract information.

DLC DUQUESNE LIGHT CO.