

UNDERSTANDING YOUR BILL

We know that electric bills can be confusing. We listened to your comments and suggestions, and redesigned our bill to be cleaner, clearer, and easier to understand.




The first page of your bill features redesigned elements that make it easier for you to find and understand the following:

- 1 When and what you need to pay is shown in multiple places
- 2 Your account information such as name, mailing address and account # (see page 3 of your bill for more account detail)
- 3 Your current amount due is shown (details on this amount are found on page 3 of your bill)
- 4 Track your usage and how it compares over the past year
- 5 The message center is where we'll share important messages with you such as relevant programs and services

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.





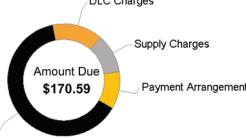
2 PAUL PAYMENT-ARRANGEMENT
123 SAMPLE AVE
Account # 0000-000-000

Page 1 of 3

Due Date	Amount Due
01/11/2021	\$170.59

Bill Summary

1



Bill ID: 000000000005 Date Prepared: 12/20/2020

Previous Account Balance	\$505.58
Payment(s) Received	-\$296.71
Balance Forward	\$208.87
DLC Charges	\$67.72
Supply Charges	\$52.87
NEW ACCOUNT BALANCE	\$329.46

Previous Amount Due: \$296.71
 Payment(s) Received: -\$296.71
 Current Amount Due (see Page 3 for Details): \$170.59
AMOUNT DUE BY 01/11/2021 **1** **\$170.59** **3**


Message Center

Duquesne Light 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.

Usage Comparison Chart

Period	Total kWh Usage	Avg Daily kWh Usage	# of Days	Avg Daily Temp (F)
Current Month	747	23	32	0
Last Month	653	21	31	0
Same Month Last Year	398	13	30	0

4

5 

Average Monthly Usage for the last 12 months: 777 kWh
 Total Annual Usage for the last 12 months: 9327 kWh


Online: www.DuquesneLight.com

Phone: 412-393-7100

Billing and meter reading details on page 3

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

A late charge of 1.25% may be assessed after 2021-01-11



Account # 0000-000-000

Due Date	Amount Due
01/11/2021	\$170.59

1

USD Amount Enclosed

PAUL PAYMENT-ARRANGEMENT

Account # 0000-000-000

Page 2 of 3

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: 412-393-7100
 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 412-393-7100 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: 412-393-7100
 Mail: Sign up below to add a monthly pledge to your bill or make a one-time donation by mailing a check to:
 Duquesne Light Hardship Fund Donations
 Dept 15-1
 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.
- 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-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 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.

Customer Assistance Program (CAP)

CAP is Duquesne Light Company's discount program for residential customers whose total household income is at or below 150% of the Federal Poverty Guidelines. Customers who enroll in CAP are eligible for a reduced monthly payment based on their verified household income. The CAP Program also includes an opportunity to have existing debt forgiven. Please call a CAP Specialist at 888-393-7600 with any questions or for information on how to enroll in the program.

UNDERSTANDING YOUR BILL

The final page of your bill will have information specific to your account. These include additional notifications from DLC plus account details such as:

- 1 How much electricity (kWh) you used for the listed billing period
- 2 The location of your DLC rate service has moved from page 1 to page 3
- 3 The charges for DLC to deliver electricity to your home
- 4 The charges to produce the electricity delivered to your home
- 5 Your current charges and monthly payment arrangement amount represent your current amount due
- 6 The payment arrangement balance still owed
- 7 If you've chosen a supplier or would like to shop for one, this section includes important details such as your supplier agreement ID, rate schedule and supplier contact information

PAUL PAYMENT-ARRANGEMENT
Account # 0000-000-000
Page 3 of 3

Account Detail

123 SAMPLE AVE
Supplier Agreement ID: 0000000000

Meter Reading Usage Information		Current Bill Details	
Meter Number	F00000000	DLC Rate	RS-Residential Service
Present 12/20/2020 Act	32,041.1810	Price to Compare	\$0.0707 / kWh
Prior 11/18/2020 Act	31,294.5750	DLC Charges	
Difference	746.6060	Customer Charge	\$12.67
Your Meter Multiplier	1	Distribution	\$53.29
Total kWh Used	746.6060	DSIC Surcharge	\$1.76
			\$67.72
		Supply Charges	
		Supply	\$14.68
		Supply	\$24.26
		Transmission	\$13.93
			\$52.87

Total kWh Used	746.6060	Service Charges	\$120.59
----------------	----------	-----------------	----------

Current Amount Due Detail

Service Charges		
DLC Charges		\$67.72
Supply Charges		\$52.87
Payment Arrangement Detail		
Payment Arrangement Balance	\$308.87	
Payment Arrangement Amount		\$50.00
Subtotal		\$170.59

Shopping and Supplier Information

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

Supplier Agreement ID: 0000000000
Rate Schedule: RS-Residential Service

The current Price to Compare is listed above in Account Detail and will change every June and December. 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 15-1, Pittsburgh, PA 15219. Your gift is tax deductible.
- Duquesne Light's WATT CHOICES offers energy efficiency programs to help customers save money by conserving energy and reducing demand. To participate or to learn more about these programs, visit www.wattchoices.com or call 1-888-WATTLEY.
- SIGN UP FOR AUTOPAY and learn about other convenient payment options by visiting our website www.duquesnelight.com.
- Estimated Gross Receipts Tax of \$7.12 and Estimated PA State Tax of \$8.20 are included in your rates.