



—DUQUESNE LIGHT CO.—
www.duquesnelight.com
412-393-7100

Customer Name and Service Address:

Customer M Sample
12 Sample Street
CITY, PA 15205-3738

BILL ID: 22222222222

Account Number: 9999999999

Rate: RS-Residential Service

Here you will find the bill ID number. Just as the old bill format, this updated look will have a unique ID number for each monthly statement, which should be referenced if there are any questions about the bill.

Meter Reading Usage Information

Next Scheduled Meter Reading Date: August 17, 2016

Meter Read Information for Meter Number: G99999999

Present: Jul 18, 2016 - Actual 8105.0000
Prior: Jun 16, 2016 - Actual 8068.3200
Difference 36.6800

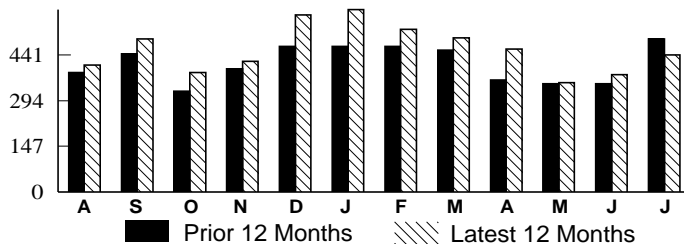
Your Meter Multiplier x 12
Total kWh Used 440.1600

Electric Usage:

Comparing Your Usage

	Jul 15	Jul 16
Avg. kWh Per Day	16	14
Avg. Temperature (F)	73	71
YTD Usage (kWh)	2940	3234

kWh:



DAYS IN BILLING PERIOD											
A	S	O	N	D	J	F	M	A	M	J	J
30	32	29	30	32	31	29	31	29	30	32	30
30	32	30	29	32	33	29	29	32	29	30	32

- Average Monthly Usage for the past 12 months is 459 kWh.
- Total Annual Usage for the past 12 months is 5508 kWh.

Amount of Last CAP Bill \$21.00
You Paid Towards CAP Balance as of 07/08/16 -21.00

Prior CAP Balance \$0.00

ACTUAL METER READING BILL

Current CAP Charges

Current DLC Budget \$56.00
CAP Discount -9.00
You Owe 85% of Budget \$47.00

Total CAP Charges Owed by Due Date \$47.00

Maximum Annual CAP Credit Available \$700.00
Annual CAP Credit Used to Date 9.00
Remaining CAP Credit Available \$691.00

Total Account Balance

Last Account Balance 171.82
Basic Service Charges 70.08
You Paid -21.00
CAP Discount -9.00
Total Account Balance \$211.90

Your total account balance will be DUE if you default from the CAP program.

Estimated Gross Receipts Tax	Estimated PA State Taxes	Payment Due	Amount Due
\$4.13	\$4.77	Aug 10, 2016	\$47.00

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

Account Number
9999999999

PLEASE PAY THIS AMOUNT BY AUG 10, 2016
\$47.00

Please notice in this section, we ask all Duquesne Light customers to please pay in US Currency.

\$

USD Amount Enclosed

To make account changes or enroll in Autopay, please update information on the back of this coupon and check the box to the right.

☐

Above, you are directed to update your information on the back of the coupon and check the box to the right.

Customer M Sample
12 Sample Street
CITY, PA 15205-3738

DUQUESNE LIGHT COMPANY
PAYMENT PROCESSING CENTER
PO BOX 67
PITTSBURGH, PA 15267-0001



How to Reach Us

Visit our Website at: www.duquesnelight.com

Call us for: General information: 412-393-7100

Credit & Collection: 412-393-7200

Emergencies: 1-888-393-7000 or 412-393-7000

Write us at: Customer Care Department

Duquesne Light Company

411 Seventh Avenue, MD 6-1

Pittsburgh, PA 15230-1930

Please call, email or write our business office for rates and schedules. For questions about your bill, please contact us before the bill due date or visit our Website at www.duquesnelight.com.

Here you will notice we have added our website address.

Understanding Your Bill

Meter Reading – An **actual reading** is a reading taken from the meter. An **estimated reading** is used when no actual reading is available and is based on past electric usage.

Meter Multiplier – This is the number used to calculate total electrical usage in kWh, this number will vary depending on meter type.

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. A bill shows electricity charges in cents per kilowatt-hour.

Kilowatt (kW) – A measure of electrical power that is equal to 1,000 watts.

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.

Basic Services – Services necessary for the physical delivery of electricity service, such as supply, including default service, transmission and distribution.

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.

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.

PA EEA Surcharge (Fixed and Variable) – Charges for energy efficiency programs that help customers conserve energy and reduce demand.

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.

Non-Basic Service Charges – Any category of service not related to basic service.

Budget Amount – Based on your average Duquesne Light Company billed history over the previous 12 month period excluding non-basic services for the location billed and subject to periodic adjustments. Trending data is used if billed history is not available.

Advanced Metering – Device(s) for recording or communicating actual electric usage on a daily basis.

Time of Use (TOU) – A program to encourage customers to shift the timing of portions of their electric use by offering lower rates during time of lower electricity demand (off-peak) and higher rates during periods of higher electricity demand (on-peak) periods.

Suspended Charges – Charges held in relation to a dispute.

One new definition that has been added to this list: **Suspended Charges**.

Customer Assistance Programs (CAP) Residential Only

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 level. Customers enrolled in CAP may receive a discount on their monthly service charges and have an opportunity to receive arrears forgiveness. If you need help paying your bills, call and speak to a Customer Assistance Program specialist at 1-888-393-7600.

CAP Budget Amount – The discounted amount that customers enrolled in Duquesne Light Company's CAP program are required to pay per month based on income and usage. This is a percentage of the monthly budget bill, based on income.

CAP Discount – The difference between the monthly budget bill and the CAP budget amount.

Debt Forgiveness – The amount of the arrears that is forgiven based upon receipt of a customer's regular monthly payments.

CAP Fixed Charge – A fixed monthly charge that will increase the Total Charges Owed amount of all CAP customers. This charge is required to offset increased program costs and is adjusted on an annual basis.

Maximum Annual CAP Credit – Each year, there is a limit to your total CAP Discounts. The Maximum Annual Credit amount is on page 1 of this bill.

Minimum CAP Amount – The lowest amount that a CAP customer must pay each month.

Grant Payment – Social assistance grants, such as LIHEAP and Dollar Energy, which are applied to your CAP Bills to reduce monthly payments.

Total Assistance Grant – All assistance grants that are applied to your account.

Special Services

Customer Protection Plan – An injury, illness, or vacation could prevent you from reading your mail as you usually would. At your request, we will send a copy of any Duquesne Light Company past-due notice to a person of your choice.

Billing and Payment Conveniences

E-Bill Service – Our **free** on-line bill presentment service. Once enrolled, you will no longer receive paper bills. You will receive an e-mail notification that your bill is available to view. You can sign up at www.duquesnelight.com

Automatic Bill Payment – Duquesne Light Company's **free** ElectriCheck service. After you join the plan, you no longer write checks. Your payment is automatically deducted from your checking account on the due date of the bill. You can apply at www.duquesnelight.com or call Customer Care 412-393-7100 for more information.

Schedule an On-line Payment – A **free** service to have your payment deducted from your bank account on the date you choose.

Budget Payment Plan – Helps residential customers level out monthly payment amounts.

Make a One-Time Payment – Credit card/check services. Go to our website at www.duquesnelight.com or call 1-866-526-0815. **Fees apply.**

U.S. Mail – Use the payment coupon and envelope we provide to return your payment to us.

The definitions have been placed in a new order that matches how they appear in the bill, making them easier to find.

Complete the information at the right to update your account.

Here is where you would make account changes, enroll in Autopay, or pledge to the Dollar Energy Fund.

If you are moving and need to have your service turned on or off, you must call Customer Care at 412-393-7100 or visit our website at www.duquesnelight.com.

For changes or corrections to be processed, check the box on the front of the coupon AND MAIL IN WITH YOUR PAYMENT.

Reason for change:

Name:

Street Address:

City:

State:

Zip:

Primary Contact Phone #: (____) _____

Email Address:

Monthly Pledge to Dollar Energy Fund ☐ \$1.00 ☐ \$2.00 or other \$____.00

Request to enroll in Autopay - check box for application request ☐

Remember to fill out the information here and check the respective boxes to confirm your selections.

Customer Name and Service Address:

Customer M Sample
12 Sample Street
CITY, PA 15205-3738
BILL ID: 222222222222

Account Number: 9999999999

Rate:RS-Residential Service

Date Prepared:08/31/16

Duquesne Light Company Basic Service Charges

Current Charges

Customer Charge			13.18	
Distribution	440.1600	kWh@ 4.947200¢	21.78	
Supply	440.1600	kWh@ 6.750200¢	29.71	
Transmission	440.1600	kWh@ 1.231300¢	5.42	
Pennsylvania Tax Adjustment			-0.01	
Total Current Charges				\$70.08
DLC Basic Service Charges				\$70.08

The Price to Compare for your rate class is 7.98 cents/kWh. It will change every June and December. For more information & supplier offers visit www.PAPowerSwitch.com and www.oca.state.pa.us.

Duquesne Light Company Information

A change in the Transmission and Default Service Supply rates that went into effect 6/1 will decrease the overall monthly bill of an average residential customer (using 600 kWh) who purchases electric generation from DLC by about \$0.64 or less than 1%.

Changes that went into effect 6/1 in the Customer Charge, reflecting Consumer Education expenses will increase the overall monthly bill of a residential customer (using 600 kWh) by about \$0.02 or less than 1%.

Changes in the Customer Charge, reflecting Smart Meter expenses, effective July 1, will decrease the overall monthly bill by about \$0.48 or less than 1%.

You have saved a total of \$248.02 for making full on-time CAP Payments while enrolled in the program.

To avoid exceeding the maximum CAP credits, we encourage you to reduce your electric usage where possible.

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.

We reviewed your 12 month electric usage, which resulted in an actual balance of \$211.90. Your budget amount has been adjusted based on your usage and account balance. Please call 412-393-7100 to discuss alternative payments, payment agreements or refund options.

Need to reach us? Call (412) 393-7100 or on the web @www.duquesnelight.com

We have reviewed your prior electric usage and adjusted your budget amount. This adjustment will change the budget amount you pay each month. We will continue to review your usage at least every four months.

Thank you for participating in the budget plan. We will review your prior electric usage at least every four months and adjust the budget amount to reflect any changes. Any adjustments will change the budget amount you pay each month.

Please visit our website www.duquesnelight.com to sign up for electriccheck, and to learn about other convenient payment options.

Supplier Basic Service Charges

Supplier Agreement ID: 9999999999

Duquesne Light provides a dependable, reasonably priced source of energy through our agreements with regional electric generation suppliers. We also deliver that power, in a safe, reliable way.

- Generation/Supply prices and charges are set by the electric generation supplier you have chosen.
- The Public Utility Commission regulates distribution prices and services.
- The Federal Energy Regulatory Commission regulates transmission prices and services.

Non-Basic Service Charges

Currently you are not subscribing to any Non-Basic Services.

The Non-Basic Service Charges section follows the Supplier Basic Service Charges Section. If applicable, it includes charges for other services you may have signed up for, including things like water-line replacement protection, gas-line replacement protection, or water-heater repair and replacement.