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Duquesne Light Reminds Customers of Programs Available to Help Them Pay Their Electric Bills

PITTSBURGH – Spring has finally arrived, but the recent winter’s brutal weather is not forgotten. Many Western Pennsylvania residents saw a rise in their utility bills due to the winter’s extreme cold temperatures, and Duquesne Light is reminding its customers of the numerous programs it offers to help them pay their electric bills.

A summary of the programs is below, but customers should contact Duquesne Light directly for additional details and eligibility information.

- **Customer Assistance Program (CAP)** –The CAP program offers income-eligible Duquesne Light customers protection against service termination, reduced monthly payments based on ability to pay, arrearage forgiveness, information on reducing electric usage and more. Call 1-888-393-7600 or visit DuquesneLight.com for more information.
- **Customer Assistance and Referral Evaluation Service (CARES)** – The CARES program helps customers facing temporary hardships to obtain necessary social service support and assistance. The program includes home visits by CARES representatives, information on reducing electricity usage, referrals to other community resources and more. Many who take advantage of this program are facing hardships such as a serious illness, the loss of a job, or the death of a family’s primary wage earner. For more information, call 1-888-393-7600 or visit DuquesneLight.com.
- **Hardship Fund** –Dollar Energy, a local nonprofit organization dedicated to helping low income families in need, manages Duquesne Light’s Hardship Fund. The Hardship Fund is a last resort for customers who have exhausted all other options but still need additional assistance to keep their electricity in service. To be eligible, customers must meet certain income requirements and other criteria. To apply for a grant, or for more information, call 1-888-393-7600 or visit DuquesneLight.com.
- **Smart Comfort** – The Smart Comfort Program helps income-eligible customers reduce their electric bills through conservation measures, energy education and free in-home visits from experts who can investigate potential energy savings areas, and more. To determine eligibility and schedule an appointment, call 1-866-282-3147 or visit DuquesneLight.com.
- **Watt Choices** – Duquesne Light’s Watt Choices program helps customers lower their electric bills and conserve energy by providing free energy conservation kits, rebates on the purchase of energy efficient appliances, CFL and LED light bulb discounts, online home energy audits and more. There are no income eligibility requirements to participate. Call 1-888-WATTLEY or visit WattChoices.com.
- **Referrals** – Duquesne Light also will direct customers to third party resources – such as the **Low Income Home Energy Assistance Program (LIHEAP)** – that may be able to help with utility costs and other needs. Customers can also call **2-1-1** to reach the **United Way of Allegheny County** for help and referrals to other state and local agencies and assistance programs.

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About Duquesne Light Company

Duquesne Light Company is a leader in the transmission and distribution of electric energy, offering superior customer service and reliability to more than half a million customers in southwestern Pennsylvania.