



Autumn 2020

# SERVICELINE

A power-filled publication brought to you by Duquesne Light Co.



## Duquesne Light Introduces Online Payment Arrangements for Qualified Residential Customers

**W**e understand you may be facing financial hardships during the ongoing pandemic. To support those in need through the months ahead and well after, Duquesne Light Company (DLC) has introduced an online self-service payment arrangement tool to make it easier for qualified residential customers to pay their electric bill.

DLC's new payment arrangement tool is designed to help you easily spread unpaid account balances across manageable monthly installments, which will be billed along with current monthly charges.

ServiceLine is going green! Stay up to date on the latest with DLC—register your account at [DuquesneLight.com/MyAccount](https://DuquesneLight.com/MyAccount) and we'll email you news and updates. Don't delay, this is the last printed version of ServiceLine you'll receive.

The online process is broken out into five easy steps, giving you the option to make an up-front payment, calculate monthly installments and determine how long it will take to pay off unpaid balances.

Visit us online at [DuquesneLight.com/Arrangement](https://DuquesneLight.com/Arrangement) to see if you're eligible for a payment arrangement. If you're already enrolled, you can make changes by providing your updated information. To use the online payment arrangement portal, you must be an active residential customer.

## HELP IS AVAILABLE TO PAY YOUR ELECTRIC BILL

**D**o you need help paying your electric bill? We're here to help. The Low Income Home Energy Assistance Program (LIHEAP) and the Dollar Energy Fund offer grants to help you pay your electric bill. Check if you qualify for assistance grants by reviewing the income eligibility guidelines in the chart on the back page. Eligible customers don't have to pay the money back and no lien will be placed against your home. But you should ACT QUICKLY before funds expire.

For customers experiencing long-term hardships, DLC's Customer

Assistance Program (CAP) offers discounts on monthly bill payments based on household income and size. CAP customers also receive information about reducing electric use.

Learn more about grants, payment assistance offerings and energy-saving tools available by visiting [DuquesneLight.com/HeretoHelp](https://DuquesneLight.com/HeretoHelp).



### The First Easy Step: LIHEAP Cash Grant

▶ Up to \$1000 ▶ Opens Nov. 1, 2020 - Closes April 9, 2021

**LIHEAP** provides one cash grant per heating season to help you pay your electric bill. LIHEAP is a federal program offered in

Pennsylvania by the Department of Human Services (DHS). Apply online using COMPASS at [www.compass.state.pa.us](https://www.compass.state.pa.us). To be eligible, your income must fall within the guidelines in the chart listed on the back page. The LIHEAP cash grant will be applied as a credit on your bill.



### For More Help: LIHEAP Crisis Grant

▶ Up to \$800 ▶ Opens Nov. 1, 2020 - Closes April 9, 2021

**I**f you've applied and been approved for a LIHEAP cash grant and still need more help, the LIHEAP Crisis Program may be able to

assist you if you have an emergency situation and are in jeopardy of losing your heat. Emergency situations include broken heating equipment or leaking lines that must be fixed or replaced; lack of fuel; danger of being without fuel (less than a 15-day supply); or having utility service terminated (received a notice that service will be shut off within the next 60 days).

Duquesne Light's **Customer Assistance Program (CAP)** offers an affordable payment plan for qualified, income eligible households that have an inability to pay based on the chart on the back page. The plan assists these households in maintaining electric service by providing a reduced monthly payment and arrearage forgiveness. Customers enrolled in CAP also can

apply for LIHEAP and Dollar Energy Fund grants. Program benefits include reduced monthly payments, debt forgiveness over a specified period of time and information on reducing electric use. To apply, visit [DuquesneLight.com/CAP](https://DuquesneLight.com/CAP) or call our Universal Services Center toll-free at 1-888-393-7600.



## Monthly Income Eligibility Guidelines for Assistance Programs

Household Size	1	2	3	4	5	6	Additional person add
LIHEAP and CAP	\$1,595	\$2,155	\$2,715	\$3,275	\$3,835	\$4,395	\$560
Dollar Energy Fund	\$2,658	\$3,592	\$4,525	\$5,458	\$6,392	\$7,325	\$933

## Even More Help: Dollar Energy Fund

► Up to \$500

► Open Now

You can also receive additional help from the Dollar Energy Fund if you meet the income guidelines in the chart above.



## DLC Employees Beautify Communities with Western PA Conservancy

Thirty Duquesne Light employees, and their family members, volunteered to beautify community flower gardens in partnership with the Western PA Conservancy's (WPC) continuing DLC's commitment to safely volunteer in our communities during COVID-19. WPC's community flower gardens are located throughout Allegheny County and are a community development initiative and important wildlife habitats for pollinators.



Election day is  
11/3/2020



**CYBERSECURITY  
AWARENESS  
MONTH**

October is Cybersecurity  
Month. Do your part,  
#BeCyberSmart

### HOW TO REACH DUQUESNE LIGHT

Customer Service ..... 412-393-7100  
TDD (Telecommunications Device for the Deaf) ..... 412-393-4320  
Online ..... DuquesneLight.com

## New bill design is coming soon

You asked and we listened! Later this year, you'll receive the all-new DLC bill. It will have a full color design to make it easier to read and a front page that's simplified with the information that matters most to you, such as amount due and due date.

## Driving an EV Might Be Easier (and Cheaper) Than You Think

Electricity is fueling a cleaner, more efficient era of mobility in the Pittsburgh region, and there's never been more incentives or customized information to help you decide if an electric vehicle is right for you.

### Considering an EV? Start Here

The EV Guide at [EV.DuquesneLight.com](http://EV.DuquesneLight.com) gives you the ability to browse EV models, discover incentives and find charging stations all in one place. With 30+ EV models available regionally, and even more nationally, you have a lot of options.

### Exclusive \$\$\$ for Duquesne Light Customers

In addition to up to \$10,000 in federal and state EV incentives, Duquesne Light and #1 Cochran are teaming up to offer an instant rebate of up to \$2,000 on the purchase or lease of an EV. The rebate is available through December 31, 2020 or until funds run out.

### Pssst – Already Drive an EV?

Duquesne Light has a one-time \$60 bill credit just for you. Apply at [DuquesneLight.com/EV](http://DuquesneLight.com/EV).



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