



Learn More About Duquesne Light's Time-of-Use Program

○ What are Time-of-Use rates?

During certain times of the day and year – especially late afternoons during summer months – electric customers typically use more power than at other times of the day or year. Periods when demand for electricity soars are called “peak hours.” During those periods, higher-cost, less-efficient and less environmentally friendly generating facilities must be used to meet customer demand. These higher costs are absorbed by all customers.

Utilities typically bill customers based on how much electricity they use, regardless of when they use it. Participants in Duquesne Light's “Time-of-Use” pilot program will have the potential to save money by shifting their energy use away from higher cost, on-peak hours to lower cost, off-peak hours.



○ How will the program work?

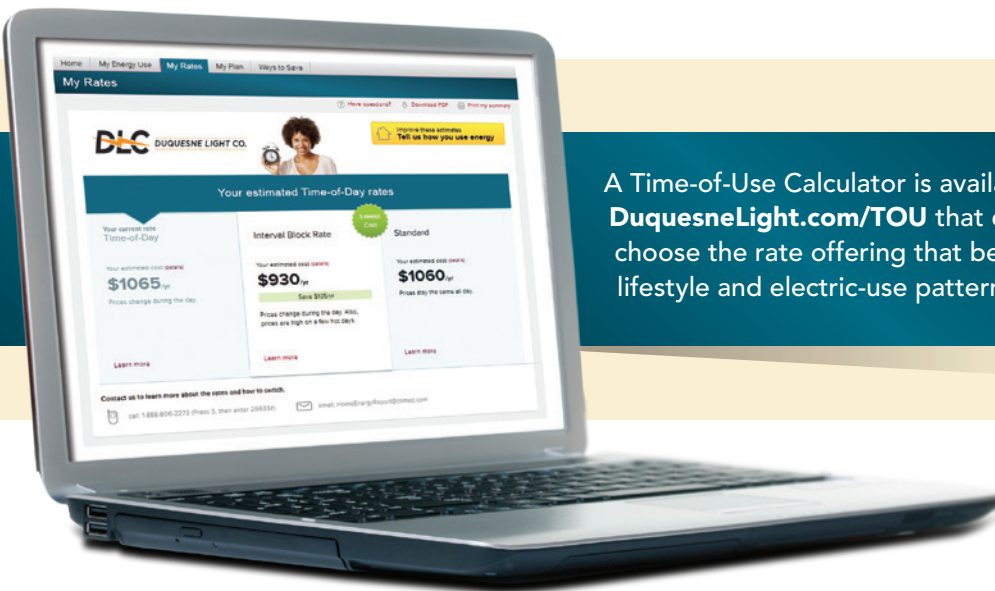
From June 1, 2016, to Sept. 30, 2016, customers who voluntarily enroll in Duquesne Light's Time-of-Use pilot program will have two supply rates: on-peak and off-peak. The higher of the two, the on-peak rate, applies during specific weekday afternoon hours (see timeframes below for both participating electric generation suppliers), excluding holidays. The lower of the two, the off-peak rate, applies at all other times.

During all other months of the year, Time-of-Use-enrolled customers will be charged a single around-the-clock “Non-Summer” rate.

○ What are the available Time-of-Use Rates?

Two electric generation suppliers are offering Time-of-Use rate options as part of Duquesne Light's pilot program.

Elec. Generation Supplier	Direct Energy Services	WGL Energy Services
Summer On-Peak Hours	2 p.m. to 6 p.m. Weekdays	Noon to 7 p.m. Weekdays
Summer On-Peak Price	8.79 cents/kWh	9.7 cents/kWh
Summer Off-Peak Hours	All Other Weekday/Weekend Hours and Weekday Holidays	All Other Weekday/Weekend Hours and Weekday Holidays
Summer Off-Peak Price	5.79 cents/kWh	6.467 cents/kWh
Non-Summer Price	7.69 cents/kWh	7.109 cents/kWh



A Time-of-Use Calculator is available at DuquesneLight.com/TOU that can help you choose the rate offering that best fits your lifestyle and electric-use patterns.

○ How can I sign up for the Time-of-Use Program?

Depending on the electric generation supplier you have selected, call Direct Energy Services at **1-844-878-4409**, or WGL Energy Services at **1-844-427-5945**.

○ How do I know if I should enroll in the Time-of-Use Program?

To save money, and help the environment, you'll need to switch as much of your energy use as possible – especially things like air conditioning – to lower-cost, off-peak hours. If you are unable to shift your usage to these off-peak times, you will not be able to realize the savings of the Time-of-Use pilot program. A Time-of-Use Calculator that is available at DuquesneLight.com/TOU can help you evaluate if this program fits your lifestyle and electric-use patterns.

○ Will I be able to track my usage throughout the month to help keep my bill low?

Yes. As part of the advanced metering infrastructure project, Duquesne Light provides a free web portal that helps you maximize the benefits of your new digital meter. By providing your usage in hourly increments, the web portal can help you better understand when you are using electricity. In addition, the portal provides personalized ideas for saving energy and money. If you haven't done so already, you can sign up for the portal at DuquesneLight.com/MyElectricUse.



Please note that there is no guarantee of savings on your electric bill as part of this program. Customers must actively participate and be willing and able to shift their peak weekday electric use in order to potentially benefit from this pricing program.

○ Can all Duquesne Light residential customers participate in the Time-of-Use Program?

Customers who had an advanced digital meter installed before March 15, 2016, are eligible to participate. Customers on budget billing or those who have an unpaid balance from previous Duquesne Light bills cannot participate.

○ Can I un-enroll part way through the Program if I don't like it?

Yes. You can un-enroll at any time. Should you wish to re-enroll later on, the final date for enrollment is July 31, 2016.

○ What if I have additional questions or don't have access to the Internet?

Call us at **1-888-WATTLEY (928-8539)**, press one and then select five. One of our customer service representatives can discuss the options and answer any questions so you'll have the information you need to make the decision that is best for you.