



Customer Name and Service Address:  
Customer M Sample  
12 Sample Street  
CITY, PA 15215-2945  
BILL ID: 222222222222

Account Number: 9999999999  
Rate: PAL-Private Area Lighting  
Unmetered Service: July 2016

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.

**Unmetered Su**

**Prior Billing Information**

Amount of Last Bill  
Payment(s) Received as of 07/02/16

-27.72

**Prior Account Balance**

DLC Basic Service Charges  
Supplier Basic Service Charges

\$27.59

23.92

4.11

**TOTAL ACCOUNT BALANCE PAYABLE TO DLC**

\$55.62

This is a duplicate bill.

The Price to Compare for your rate class is 4.23 cents/kWh. It will change every June and December. For more information & supplier offers visit [www.oca.state.pa.us](http://www.oca.state.pa.us).

Estimated PA State Taxes	Late Charge After Due Date	Payment Due	Amount Due
\$3.62	1.25%	Sept 2, 2016	\$55.62

DO NOT PAY, ELECTRICHECK WILL PROCESS YOUR PAYMENT AS LISTED BELOW.

Account Number  
9999999999

**\$DO NOT PAY**

USD Amount Enclosed



Customer M Sample  
C/O SAMPLE AND ASSOCIATES  
1800 SAMPLE ST  
CITY, PA 15206-1004

DUQUESNE LIGHT COMPANY  
PAYMENT PROCESSING CENTER  
PO BOX 10  
PITTSBURGH, PA 15230-0010



DO NOT PAY, ELECTRICHECK WILL PROCESS YOUR PAYMENT FOR \$55.62 ON SEP 2, 2016.

**How to Reach Us**

Visit our Web site at: [www.duquesnelight.com](http://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 schedules. For questions about your bill, please contact us before the bill due date or visit our Website at [www.duquesnelight.com](http://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](http://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](http://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](http://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](http://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: Remember to fill out the information here and check the respective boxes to confirm your selections.  
 Name: \_\_\_\_\_  
 Street Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Primary Contact Phone #: (\_\_\_\_\_) \_\_\_\_\_  
 Email Address: \_\_\_\_\_

Request to enroll in Autopay - check box for application request



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<b>Account Number: 9999999999</b>
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Unmetered Service: July 2016

**Duquesne Light Company Basic Service Charges**

**Current Charges**

DLC Charges	22.36	
Pennsylvania Tax Adjustment	-0.01	
Sales Tax	1.57	
<b>Total Current Charges</b>		<b>\$23.92</b>

**DLC Basic Service Charges**

**\$23.92**

**Duquesne Light Company Information**

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

**Shopping Information Box**

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

**Supplier Agreement ID: 9999999999**  
**Rate Schedule: PAL-Private Area Lighting**

If you are already shopping, it is important to understand the terms of your contract and exp

In the Shopping Information Box section, you can locate your Supplier Agreement ID and the rate classification you are billed under (also known as the Rate Schedule). If you decide to shop for a new electric generation supplier, use your Supplier Agreement ID when communicating with suppliers.

**Supplier Basic Service Charges**

**Supplier Agreement ID: 9999999999**



TENTAMEN ENERGY  
 537 Sample Ave  
 CITY, FL 34698-7605

You now will see your supplier's logo on the bill, if the supplier has provided a logo. You also will see the supplier's contact information in this section.

For questions regarding the supplier portion of your bill, call Tentamen Energy at 1-888-111-1111.

**Current Charges**

Supplier Charges	3.84	
Sales Tax	0.27	
<b>Total Current Charges</b>		<b>\$4.11</b>
<b>Supplier Basic Service Charges</b>		<b>\$4.11</b>

If you choose Duquesne Light as your supplier, the charges would show in the Duquesne Light Basic Service Charges Section.

- 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.

The number of pages that the Supplier Basic Service Charges section will fill is dependent upon the number of suppliers and the number of associated charges per supplier that you have during a billing period.



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Account Detail					Duquesne Light Charges			
Nbr	Description	Dates of Service	# of Days	Total kWh	Generation	Transmission	Distribution	DLC Total
1	70 Watt Sodium Vapor	07/02 - 08/01	31	29.5368			12.51	12.51
1	Pole - Billable	07/02 - 08/01	31	0.0000			9.85	9.85
<b>Total</b>				<b>29.5368</b>			<b>\$22.36</b>	<b>\$22.36</b>

Account Detail			Supplier Charges
Description	Dates of Service	Total kWh	Gen/Trans @ 13.00¢
70 Watt Sodium Vapor	07/02 - 08/01	29.5368	3.84
Pole - Billable	07/02 - 08/01	0.0000	0.00
<b>Total</b>		<b>29.5368</b>	<b>\$3.84</b>